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ABSTRACT

This report contains information from a fall 1991 health occupations assessment of 1,021 health-related employers in Eastern Iowa and the Illinois Quad Cities area. Twelve chapters present comprehensive results of all surveys; results of 10 labor market survey instruments developed for chiropractic offices, dentists' offices, emergency medical services, home health care organizations, hospitals, laboratories, long-term health care facilities, physicians' offices/clinics, veterinary offices, and weight control services; and results of another instrument for certified/licensed health professionals. Information is provided from 350 respondents regarding these broad personnel classifications: chiropractic, clinical laboratory, dental, emergency medical, medical records, nursing, occupational therapy, pharmacy, physical therapy, and radiology. Chapters 2-12 are in two parts. The first part discusses target markets, survey design, and data collection, tabulation, and analysis. Results presented in narrative and table formats provide information on number of present full-time and part-time employees, entry-level hourly wage paid to employees in each of the personnel classifications, and immediate and projected employment needs through 1994. Responses regarding emerging trends and educational needs are then provided. The second part of each chapter is the instrument. (YLB)

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THE COMPREHENSIVE HEALTH ASSESSMENT

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CHAPTER I

COMPREHENSIVE HEALTH ASSESSMENT

COMPREHENSIVE HEALTH OCCUPATIONS ASSESSMENT

The purpose of the comprehensive health occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the health occupations field.

SURVEY DEVELOPMENT

With input from faculty and staff at the Eastern Iowa Community College District and Black Hawk College, ten different labor market survey instruments were developed for each of the following employer categories:

- Chiropractic Offices
- Dentist's Offices
- Emergency Medical Services
- Home Health Care Organizations
- Hospitals
- Laboratories
- Long Term Health Care Facilities
- Physician's Offices/Clinics
- Veterinary Offices
- Weight Control Services

The surveys were designed in a similar format to allow for integration of results. Outcomes could then be expressed in a matrix format to combine results across various categories. A Certified/licensed Health Occupation Professionals Assessment was also developed to gather additional information from all currently licensed health professionals.

SURVEY DESIGN

The survey instruments requested information related to the facility's present employees (number of full-time and part-time employees), and the entry-level hourly wage paid to employees in each of the personnel classifications. Immediate and projected employment needs through 1994 were requested in each of the personnel classifications. The broad personnel classifications included:

- Chiropractic Personnel
- Clinical Laboratory Personnel
- Dental Personnel
- Emergency Medical Personnel
- Medical Records Personnel
- Nursing Personnel
- Occupational Therapy Personnel
- Pharmacy Personnel
- Physical Therapy Personnel
- Radiology Personnel

Specific job titles were listed under each broad personnel classification.
The surveys were mailed on August 8, 1991 to the 1,021 health related employers in Eastern Iowa and the Illinois Quad Cities area. A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 350 surveys were returned; this represents 35% of the total population polled. Specific numbers and percentages of return for each employer category are shown in Table 1.
All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

TABLE I

Type of Survey	Number Sent	Number Received	% Return	Number Valid
Chiropractors	144	51	35%	49
Dentist's	190	84	44%	83
Emergency Medical	67	23	34%	22
Home Health Care	15	8	53%	8
Hospitals	12	8	67%	8
Laboratories	10	4	40%	4
Long Term Health Care	112	55	49%	53
Physician's	400	88	22%	83
Veterinarian's	46	18	39%	18
Weight Control	25	3	12%	3
TOTAL	1021	342	33%	331

Table II outlines the number of survey respondents, average entry-level wage, full-time and part-time openings through 1994 and total number of openings for each specific job title. Listed under each specific title are the categories of employers who responded.

Position / Survey Type	# Survey Respondents	Average Entry-level Wage	OPENINGS Aug-Dec 1991 FT	Aug-Dec 1991 PT	1992 FT	1992 PT	1993 FT	1993 PT	1994 FT	1994 PT	Total Openings
CHIROPRACTIC PERSONNEL											
Chiropractic Assistant	49	$6.06	9	3	11	5	10	2	8	1	49
CLINICAL LABORATORY PERSONNEL											
Cytotechnologist											
Hospitals	8	$10.00	0	0	1	0	1	0	1	0	3
Laboratories	4	$11.50	0	0	0	0	0	0	0	0	0
Total	12	$10.75	0	0	1	0	1	0	1	0	3
Histologist											
Hospitals	8	$8.50	0	0	0	1	1	0	0	1	3
Laboratories	4	$8.50	0	0	0	0	0	0	0	0	0
Total	12	$8.50	0	0	0	1	1	0	0	1	3
Medical Laboratory Assistant											
Hospitals	8	$6.90	0	0	1	1	1	1	1	1	6
Laboratories	4	$6.50	0	0	0	0	0	0	0	0	0
Physician's Offices	83	$6.25	2	0	1	1	0	1	0	1	6
Total	95	$6.63	2	0	2	2	1	2	1	2	12
Medical Laboratory Technician											
Hospitals	8	$8.30	1	1	2	2	3	3	4	1	17
Laboratories	4	$7.83	0	0	0	0	1	0	0	0	1
Physician's Offices	83	$8.07	5	3	5	1	4	1	3	1	23
Total	95	$8.10	6	4	7	3	8	4	7	2	41
Medical Technologist											
Hospitals	8	$9.67	1	2	2	3	2	2	3	3	18
Laboratories	4	$10.83	0	0	0	1	0	1	0	1	3
Physician's Offices	83	$9.17	1	2	3	2	2	2	2	2	16
Total	95	$9.70	2	4	5	6	4	5	5	6	37
Phlebotomist											
Hospitals	8	$6.15	0	0	0	1	0	2	1	0	4
Laboratories	4	$5.63	2	2	0	2	0	2	0	2	10
Total	12	$6.00	2	2	0	3	0	4	1	2	14

Position / Survey Type	# Survey Respondents	Average Entry-level Wage	OPENINGS Aug-Dec 1991 FT	Aug-Dec 1991 PT	1992 FT	1992 PT	1993 FT	1993 PT	1994 FT	1994 PT	Total Openings
DENTAL PERSONNEL											
Certified Dental Assistant	83	$12.50	0	0	0	0	0	0	0	0	0
Dental Assistant	83	$6.48	30	11	38	11	21	4	19	5	139
Dental Hygienist	83	$11.74	29	16	20	21	10	9	7	7	119
Dental Bookkeeper/Secretary	83	$7.50	0	0	0	0	0	0	0	0	0
Dental Business Clerk	83	$7.50	0	0	0	0	0	0	0	0	0
Dental Business Manager	83	$8.50	0	0	0	0	0	0	0	0	0
Dental Business Secretary	83	$10.50	0	0	0	1	0	0	0	0	1
Dental Dictation Clerk	83	$6.50	0	0	0	0	0	0	0	0	0
Dental Financial Secretary	83	$7.50	0	0	0	0	0	0	0	0	0
Dental Insurance Secretary	83	$6.50	0	1	0	0	0	0	0	0	1
Dental Lab Person	83	$7.50	0	0	0	0	0	0	0	0	0
Dental Office Manager	83	$7.33	0	0	0	0	0	0	0	0	0
Dental Receptionist	83	$6.38	5	1	3	1	4	1	2	1	18
Dental Secretary	83	$6.50	0	0	0	0	0	0	0	0	0
Dental Surgical Assistant	83	$4.50	0	0	0	0	0	0	0	0	0
Dental Unspecified	83	$6.00	0	0	0	1	0	1	0	1	3
EMERGENCY MEDICAL PERSONNEL											
First Responder											
Emergency Services	22	$6.25	10	11	0	6	0	2	0	2	31
EMT-A											
Emergency Services	22	$7.00	5	13	9	21	5	21	2	21	97
Hospitals	8	$5.83	0	8	3	8	3	8	3	8	41
Total	30	$6.68	5	21	12	29	8	29	5	29	138
Advanced EMT I											
Emergency Services	22	$7.10	0	1	1	3	0	4	0	3	12
Hospitals	8	$6.50	0	1	0	6	0	6	0	6	19
Total	30	$6.88	0	2	1	9	0	10	0	9	31
Paramedic											
Emergency Services	22	$8.90	4	10	12	9	12	9	12	13	81
Hospitals	8	$8.17	0	2	3	3	2	5	3	6	24
Total	30	$8.63	4	12	15	12	14	14	15	19	105

Position / Survey Type	# Survey Respondents	Average Entry-level Wage	OPENINGS Aug-Dec 1991 FT	Aug-Dec 1991 PT	1992 FT	1992 PT	1993 FT	1993 PT	1994 FT	1994 PT	Total Openings
MEDICAL RECORDS PERSONNEL											
Accredited Record Technician											
Hospital	8	$8.79	1	0	1	1	4	2	2	0	11
Long Term Health Care	53	$9.25	11	0	5	0	5	0	1	0	22
Physician's Offices	83	--	1	0	1	0	1	0	0	0	3
Total	144	$8.96	13	0	7	1	10	2	3	0	36
Coding Specialist											
Hospitals	8	$8.00	2	0	3	1	4	0	4	0	14
Long Term Health Care	53	$8.50	5	0	0	1	1	0	1	0	8
Physician's Offices	83	$7.23	2	3	2	0	0	0	0	0	7
Total	144	$7.50	9	3	5	2	5	0	5	0	29
Medical Record Specialist											
Chiropractic Offices	49	$6.00	1	0	0	0	2	0	1	0	4
Dental Offices	83	$5.60	2	2	0	0	0	0	0	0	4
Home Health Care	8	$6.50	0	0	0	0	0	0	0	0	0
Hospitals	8	$7.50	0	0	0	2	0	1	0	2	5
Long Term Health Care	53	$6.00	0	0	0	0	0	0	0	0	0
Physician's Offices	83	$5.89	12	4	8	3	6	1	5	0	39
Total	284	$6.16	15	6	8	5	8	2	6	2	52
Medical Secretary											
Chiropractic	49	$6.25	2	2	3	3	5	0	4	0	19
Hospitals	8	$7.17	1	0	0	0	1	0	0	0	2
Laboratories	4	$5.50	0	0	0	0	0	0	0	0	0
Long Term Health Care	53	$6.03	4	0	1	0	0	0	0	0	5
Physician's Offices	83	$6.79	11	8	6	7	2	2	3	1	40
Total	197	$6.57	18	10	10	10	8	2	7	1	66
Medical Transcriptionist											
Chiropractic	49	$6.50	0	0	1	0	0	0	0	0	1
Hospitals	8	$6.75	2	2	9	5	8	4	9	4	43
Physician's Offices	83	$7.37	3	3	7	4	6	1	4	0	28
Total	140	$7.17	5	5	17	9	14	5	13	4	72
Registered Record Administrator											
Hospital	8	$10.50	1	0	2	0	1	1	1	1	7
Long Term Health Care	53	$8.00	0	1	0	1	0	1	0	1	4
Physician's Offices	83	$7.50	0	0	0	0	0	0	0	0	0
Total	144	$8.70	1	1	2	1	1	2	1	2	11

HEALTH SURVEYS FALL 1991

Position / Survey Type	# Survey Respondents	Average Entry-level Wage	OPENINGS Aug-Dec 1991 FT	Aug-Dec 1991 PT	1992 FT	1992 PT	1993 FT	1993 PT	1994 FT	1994 PT	Total Openings
Unit Ward Clerk											
Hospitals	8	$5.25	0	6	2	6	3	6	3	6	32
Long Term Health Care	53	$5.35	3	3	1	4	3	4	0	2	20
Total	61	$5.33	3	9	3	10	6	10	3	8	52
NURSING PERSONNEL											
Home Health Care Aide	8	$5.07	60	56	0	29	0	32	0	42	219
Homemakers/Companions											
Home Health Care	8	$4.75	20	0	0	0	0	0	0	0	20
Licensed Practical Nurse											
Dental	83	$5.50	0	0	0	0	0	0	0	0	0
Home Health Care	8	$8.83	1	5	2	10	2	13	3	15	51
Hospitals	8	$7.50	0	3	3	3	2	3	2	3	19
Laboratories	4	$7.50	0	1	0	1	0	1	0	1	4
Long Term Health Care	53	$8.29	53	65	40	44	47	45	39	39	372
Physician's Offices	83	$7.28	16	2	9	1	8	0	8	2	46
Total	239	$7.96	70	76	54	59	59	62	52	60	492
Medical Assistant											
Physician's Offices	83	$6.99	16	4	15	8	7	2	9	1	62
Nurse Anesthetist											
Hospitals	8	$11.17	0	0	0	0	0	0	0	0	0
Nursing Assistant											
Hospitals	8	$5.54	9	19	13	16	13	15	13	15	113
Long Term Health Care	53	$4.93	245	177	204	137	170	135	166	131	1365
Total	61	$5.01	254	196	217	153	183	150	179	146	1478
Nurse Practitioner											
Physician's Offices	83	$12.17	2	4	1	1	2	1	2	1	14
Physician's Assistant											
Physician's Offices	83	$9.79	2	2	2	0	2	0	1	0	9
Registered Nurse											
Dental Offices	83	$12.50	1	0	0	0	0	0	0	0	1
Home Health Care	8	$10.93	17	30	5	12	5	23	5	24	121
Hospitals	8	$10.50	32	35	90	59	88	61	95	56	516
Laboratories	4	$11.50	0	1	0	1	0	1	0	1	4
Long Term Health Care	53	$10.36	45	45	36	38	26	30	22	28	270
Physician's Offices	83	$9.89	29	14	22	8	21	4	11	4	113
Weight Control	3	$12.50	0	0	0	0	0	0	0	0	0
Total	242	$10.05	124	125	153	118	140	119	133	113	1025

Position / Survey Type	# Survey Respondents	Average Entry-level Wage	OPENINGS Aug-Dec 1991 FT	Aug-Dec 1991 PT	1992 FT	1992 PT	1993 FT	1993 PT	1994 FT	1994 PT	Total Openings
Surgical Technician											
Dental	83	--	0	1	0	0	0	0	0	0	1
Hospitals	8	$8.00	0	0	6	3	6	4	6	4	29
Total	91	$8.00	0	1	6	3	6	4	6	4	30
OCCUPATIONAL THERAPY PERSONNEL											
Occupational Therapist											
Hospitals	8	$12.17	3	1	5	0	4	1	5	1	20
Occupational Therapist Assistant											
Hospitals	8	$8.50	1	0	2	0	3	0	2	0	8
PHARMACY PERSONNEL											
Pharmacy Technician*											
Home Health Care	8	$5.50	0	1	0	1	0	0	0	0	2
Hospitals	8	$6.00	0	0	4	2	3	1	5	1	16
Long Term Health Care	53	$5.83	5	1	0	1	1	1	1	1	11
Total	69	$5.90	5	2	4	4	4	2	6	2	29
PHYSICAL THERAPY PERSONNEL											
Physical Therapy Aides											
Hospitals	8	$6.07	4	0	6	2	6	2	8	2	30
Physical Therapy Assistant											
Physician's Offices	83	$6.50	0	0	1	0	1	0	0	0	2
Hospitals	8	$11.00	4	2	5	3	5	3	6	4	32
Total	91	$9.50	4	2	6	3	6	3	6	4	34
Physical Therapist											
Physician's Offices	83	$12.50	2	1	1	0	0	0	0	0	4
Hospitals	8	$12.50	6	2	8	4	8	4	10	4	46
Total	91	$12.50	8	3	9	4	8	4	10	4	50
RADIOLOGY PERSONNEL											
Limited Practice Radiologic Technician											
Chiropractic Offices	49	$7.10	3	1	2	1	3	1	2	1	14
Nuclear Medicine Technologist											
Hospital	8	$10.90	2	0	4	1	3	2	4	2	18
Radiation Therapy Technologist											
Hospital	8	$9.83	2	3	4	4	4	4	5	3	29

Position / Survey Type	# Survey Respondents	Average Entry-level Wage	OPENINGS Aug-Dec 1991 FT	Aug-Dec 1991 PT	1992 FT	1992 PT	1993 FT	1993 PT	1994 FT	1994 PT	Total Openings
Radiographer (2yr)											
Chiropractic Offices	49	$7.50	1	0	2	0	1	1	2	0	7
Hospitals	8	$9.00	7	8	9	11	11	11	11	10	78
Physician's Offices	83	$8.50	4	2	3	0	4	0	3	0	16
Total	140	$8.40	12	10	14	11	16	12	16	10	101
Radiological Technologist (4yr)											
Hospitals	8	$9.25	0	1	4	2	3	2	4	2	18
Physician's Offices	83	$9.83	7	4	5	5	1	2	0	0	24
Total	91	$9.65	7	5	9	7	4	4	4	2	42
Ultrasonography Technologist											
Hospitals	8	$10.17	3	0	3	2	4	0	5	0	17
Physician's Offices	83	$9.92	1	1	0	0	0	0	0	0	2
Total	91	$10.09	4	1	3	2	4	0	5	0	19
RESPIRATORY THERAPY											
Limited Practice Respiratory Therapist											
Hospitals	8	$7.50	0	0	0	2	0	1	0	1	4
Long Term Health Care	53	$7.83	15	10	0	0	3	25	0	0	53
Total	61	$7.70	15	10	0	2	3	26	0	1	57
Respiratory Therapist Technician											
Home Health Care	8	$7.50	0	0	0	0	0	0	0	0	0
Hospitals	8	$7.50	0	0	2	3	2	1	2	1	11
Total	16	$7.50	0	0	2	3	2	1	2	1	11
Respiratory Therapist											
Home Health Care	8	$8.50	0	2	0	0	0	0	0	0	2
Hospitals	8	$11.00	1	0	2	1	3	0	2	1	10
Total	16	$10.64	1	2	2	1	3	0	2	1	12
SPECIALTY TECHNICIANS											
Electroneurodiagnostic Technician											
Hospital	8	$6.50	0	1	1	1	0	0	1	0	4
Electroencephalographic Technician											
Hospital	8	$8.50	0	0	0	1	0	1	0	1	3

Position Survey Type	# Survey Respondents	Average Entry-level Wage	OPENINGS Aug-Dec 1991 FT	Aug-Dec 1991 PT	1992 FT	1992 PT	1993 FT	1993 PT	1994 FT	1994 PT	Total Openings
VETERINARY PERSONNEL											
Veterinary Assistant	18	$5.50	7	5	7	3	5	3	5	0	35
Veterinary Bookkeeper	18	$6.50	0	0	0	0	0	0	0	0	0
Veterinary Clerical	18	$5.13	0	0	0	2	0	0	0	0	2
Veterinary Groomer	18	$7.13	0	0	0	1	0	0	0	0	1
Veterinary Kennel Help	18	$4.38	0	0	0	2	0	0	0	0	2
Veterinary Receptionist	18	$5.50	1	3	0	2	0	0	0	0	6
Veterinary Surgical Technician	18	$5.70	0	0	2	0	0	0	0	0	2
WEIGHT CONTROL PERSONNEL											
Dietician											
Hospitals	8	$11.50	0	1	1	0	3	0	2	0	7
Weight Control	3	$8.63	0	0	0	0	0	0	0	0	0
Total	11	$10.68									
Nutritionist											
Weight Control	3	$7.63	0	0	0	0	0	0	0	0	0
Weight Control Unspecified	3	$5.63	2	2	6	4	6	4	6	4	34

*NOTE: In 1990 the EICCD conducted a survey of pharmacies in the EICCD service area which indicated 110 openings thro Retail pharmacies were not included in this survey population. This report provides data collected only from home hea hospitals, and long term healt care facilities.

CHAPTER II

CHIROPRACTIC PERSONNEL ASSESSMENT

CHIROPRACTIC PERSONNEL OCCUPATIONS ASSESSMENT

The purpose of the chiropractic personnel occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the chiropractic occupations field.

TARGET MARKETS

A total of 144 chiropractic related businesses within the Merged Area IX district of Iowa and the Illinois Quad Cities were identified that were believed to be employing chiropractic personnel.

SURVEY DESIGN

The survey instrument requested information on the following:

- the facility's present employees (number of full-time and part-time employees);
- the entry-level hourly wage paid to employees in each of the personnel classifications;
- immediate and projected employment needs through 1994 in each of the personnel classifications.

DATA COLLECTION, TABULATION, AND ANALYSIS

The surveys were mailed on August 8, 1991 to the 144 chiropractic businesses in Eastern Iowa and the Illinois Quad Cities area.
A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 51 surveys were returned; this represents 35% of the total population polled. Forty-nine of the responses were considered valid for the purpose of this survey.

All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

RESULTS

The respondents were to list the number of full-time and part-time employees they employ in each personnel category. Table 1 lists the complete results.

Table 1

NUMBER OF CURRENT EMPLOYEES

	Full-time	Part-time	Total
Chiropractic Assistant	32	18	50
Radiographer	2	0	2
Limited Practice Radiologic Technician	8	2	10
Medical Record Specialist	2	1	3
Medical Transcriptionist	2	0	2
Medical Secretary	4	9	13
Other	6	7	13

Entry-Level Salary. The respondents were asked to indicate an entry-level salary range for each employee category. An average wage was then computed from the results. Entry-level salaries varied from a low of $6.06 per hour for chiropractic assistants to $7.50 per hour for radiographers. Complete results are listed in Table 2.

Table 2

Entry-Level Salary

	Average Wage
Chiropractic Assistant	$6.06
Radiographer	7.50
Limited Practice Radiologic Technician	7.10
Medical Record Specialist	6.00
Medical Transcriptionist	6.50
Medical Secretary	6.25

Projected Employment Needs. The respondents were asked to indicate present and projected openings for full- and part-time personnel through 1994. The respondents indicated 49 openings for chiropractic assistants and 19 openings for medical secretaries through 1994. For complete results see Table 3.

Table 3

PROJECTED EMPLOYMENT NEEDS

	Aug-Dec 1991		1992		1993		1994		Total
	FT	PT	FT	PT	FT	PT	FT	PT	Openings
Chiropractic Assistant	9	3	11	5	10	2	8	1	49
Radiographer	1	0	2	0	1	1	2	0	7
Limited Practice Radiologic Tech	3	1	2	1	3	1	2	1	14
Medical Record Specialist	1	0	0	0	2	0	1	0	4
Medical Transcriptionist	0	0	1	0	0	0	0	0	1
Medical Secretary	2	2	3	3	5	0	4	0	19

Emerging Trends. The respondents were asked to identify emerging trends in the chiropractic field and their implications on future personnel needs. Most respondents viewed the chiropractic field as a growing field due to its increased acceptance in the community and the trend towards wellness programs. An increased usage of computerization for reporting and billing was cited as well as available training for its implementation.

Program Offerings. The respondents were asked to indicate specific programs, courses, or seminars they would be interested in receiving. Frequently cited topics included:

Radiography CEUs
Phone Skills
Physical Therapy Assistant Training
Medical Terminology
Insurance Handling
MS DOS
Word Perfect
People Management
Limited Radiography
Anatomy
Physiology
Accounting
Bookkeeping

Comments. The following is a representative sample of respondent comments:

- Many health providing fields don't deal with people skills and business aspects of caring for people.

- My experience with chiropractic techniques from Palmer has been that the training was too broad, necessitating additional on-the-job training. I would suggest two categories, i.e., CT-technical and CT-clerical. Strength in chiropractic/medical terminology is essential.

CHIROPRACTIC PERSONNEL INSTRUMENT

CLINTON COMMUNITY COLLEGE
SCOTT COMMUNITY COLLEGE
MUSCATINE COMMUNITY COLLEGE

EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive • Davenport, Iowa 52801-1221 • (319) 322-5015

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August 8, 1991

Dear Office Manager:

The Eastern Iowa Community College District strives to offer quality educational programs to all students. Our programs are carefully designed to meet both the needs of our students and those of the job market.

We are currently working on a joint project with Black Hawk College in Moline, Illinois in conducting a multifaceted assessment of the health care industry in Eastern Iowa and Western Illinois. Your responses to this survey will assist both institutions in obtaining a more complete employment picture of the health care industry and will be a valuable contribution in determining the need for additional health-related programs.

Thank you for your time in completing this survey. Input from employers is a most valuable resource in the continual improvement of our educational offerings. Please return the completed survey in the enclosed envelope by August 22, 1991.

If you have any questions regarding this survey, please contact Ellen Kabat or Cindy Lake at (319) 322-5015.

Sincerely,

John T. Blong
Chancellor

JTB/llr
Enclosures

Clinton Community College
Scott Community College
Muscatine Community College

EASTERN IOWA COMMUNITY COLLEGE DISTRICT

DISTRICT OFFICE OF ACADEMIC AFFAIRS AND PLANNING
306 West River Drive • Davenport, Iowa 52801-1221
(319) 322-5015 • FAX (319) 322-3956

August 29, 1991

Dear Office Manager:

You should have recently received a health care survey in the mail. Your responses to this survey will assist us in obtaining a more complete employment picture of the health care industry and will be a valuable contribution in determining the need for additional health-related programs. No employer will be identified in the results of this assessment and all responses will be kept in confidence.

Thank you for your time in completing this survey. Input from employers is a most valuable resource in the continual improvement of our educational offerings. Please return the completed survey in the enclosed envelope by Sept. 9, 1991.

If you have any questions regarding this survey, please contact Ellen Kabat or Cindy Lake at (319) 322-5015.

Sincerely,

John T. Blong
Chancellor

JTB/ghw

enclosure

Eastern Iowa Community College District

Clinton • Muscatine • Scott

Black Hawk COLLEGE

1-3)

CHIROPRACTIC SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs in the chiropractic field. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

1. Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✓) the entry-level hourly salary range that applies to each employee category.

		Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.								
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
4-6)	Chiropractic Assistant												
7-9)	Radiographer												
10-12)	Limited Practice Radiologic Technician												
13-15)	Medical Record Specialist												
16-18)	Medical Transcriptionist												
19-21)	Medical Secretary												
22-24)	Other (please specify)												

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2. Please indicate the total number of present and projected openings for full-time and part-time personnel. Projected openings include openings due to growth (new or additional positions), replacement (resulting from deaths, retirements, disabilities, or family responsibilities) and turnover (transfer to another occupation and migration out of labor market area).

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
25-32)	Chiropractic Assistant								
33-40)	Radiographer								
41-48)	Limited Practice Radiologic Technician								
49-56)	Medical Record Specialist								
57-64)	Medical Transcriptionist								
1(1-8)	Medical Secretary								
9-16)	Other (please specify) _____								

3. Do you see any emerging trends in the chiropractic field? If so, please describe these trends and their implications for your future personnel needs. _____

4. The Eastern Iowa Community College District and Black Hawk College offer programs and continuing education credit in the health care field. What specific programs, courses or seminars might we offer to meet your employee training needs? _____

5. If your office is interested in learning more about training/educational services provided by the colleges, please indicate the name of the person whom we could contact. _____

6. We welcome your comments. _____

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801, or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265, in the envelope provided.

CHAPTER III

DENTAL PERSONNEL ASSESSMENT

DENTAL PERSONNEL OCCUPATIONS ASSESSMENT

The purpose of the dental personnel occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the dental health field.

TARGET MARKETS

A total of 190 dental related businesses within the Merged Area IX district of Iowa and the Illinois Quad Cities were identified that were believed to be employing dental personnel.

SURVEY DESIGN

The survey instrument requested information on the following:

- the facility's present employees (number of full-time and part-time employees);
- the entry-level hourly wage paid to employees in each of the personnel classifications;
- immediate and projected employment needs through 1994 in each of the personnel classifications.

DATA COLLECTION, TABULATION, AND ANALYSIS

The surveys were mailed on August 8, 1991 to the 190 dental businesses in Eastern Iowa and the Illinois Quad Cities area. A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 84 surveys were returned; this represents 44% of the total population polled. Eight-three of the responses were considered valid for the purpose of this survey.

All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

RESULTS

The respondents were to list the number of full-time and part-time employees they employ in each personnel category. Table 1 lists the complete results.

Table 1

NUMBER OF CURRENT EMPLOYEES

	Full-time	Part-time	Total
Dental Hygienist	27	65	92
Dental Assistant	102	75	177
Registered Nurse	7	0	7
Licensed Practical Nurse	0	1	1
Surgical Technician	0	0	0
Medical Record Specialist	5	2	7
Other	40	17	57

Entry-Level Salary. The respondents were asked to indicate an entry-level salary range for each employee category. An average wage was then computed from the results. Entry-level salaries varied from a low of $4.50 per hour for dental surgical assistants to $12.50 per hour for certified dental assistants. Complete results are listed in Table 2.

Table 2

Entry-Level Salary

	Average Wage
Certified Dental Assistant	$12.50
Dental Assistant	6.48
Dental Hygienist	11.74
Dental Bookkeeper/Secretary	7.50
Dental Business Clerk	7.50
Dental Business Secretary	10.50
Dental Dictation Clerk	6.50
Dental Financial Secretary	7.50
Dental Insurance Secretary	6.50
Dental Lab Person	7.50
Dental Office Manager	7.33
Dental Receptionist	6.38
Dental Secretary	6.50
Dental Surgical Assistant	4.50
Dental Unspecified	6.00

Projected Employment Needs. The respondents were asked to indicate present and projected openings for full- and part-time personnel through 1994. The respondents indicated 139 openings for dental assistants and 119 openings for dental hygienists through 1994. For complete results see Table 3.

Table 3

PROJECTED EMPLOYMENT NEEDS

	Aug-Dec 1991		1992		1993		1994		Total
	FT	PT	FT	PT	FT	PT	FT	PT	Openings
Certified Dental Assistant	0	0	0	0	0	0	0	0	0
Dental Assistant	30	11	38	11	21	4	19	5	139
Dental Hygienist	29	16	20	21	10	9	7	7	119
Dental Bookkeeper/Secretary	0	0	0	0	0	0	0	0	0
Dental Business Clerk	0	0	0	0	0	0	0	0	0
Dental Business Manager	0	0	0	0	0	0	0	0	0
Dental Business Secretary	0	0	0	1	0	0	0	0	1
Dental Dictation Clerk	0	0	0	0	0	0	0	0	0
Dental Financial Secretary	0	0	0	0	0	0	0	0	0
Dental Insurance Secretary	0	1	0	0	0	0	0	0	1
Dental Lab Person	0	0	0	0	0	0	0	0	0
Dental Office Manager	0	0	0	0	0	0	0	0	0
Dental Receptionist	5	1	3	1	4	1	2	1	18
Dental Secretary	0	0	0	0	0	0	0	0	0
Dental Surgical Assistant	0	0	0	0	0	0	0	0	0
Dental Unspecified	0	0	0	1	0	1	0	1	3

Emerging Trends. The respondents were asked to identify emerging trends in the dentistry field and their implications on future personnel needs. The majority of respondents indicated a shortage of trained dental assistants and hygienists. Also cited was an increase in demand for dental services due to elderly patients keeping their teeth longer due to water fluoride and preventive dentistry. The topic of infection control was frequently discussed. One respondent said: "Infection control is currently growing rapidly as it applies to dentistry. I think its possible that we may have a staff person someday soon who will be assigned mostly infection control duties in their job description."

Program Offerings. The respondents were asked to indicate specific programs, courses, or seminars they would be interested in receiving. Frequently cited topics included:

Dental Assisting
Dental Hygiene
Infection Control
Patient Management
CPR
Child and Dependent Adult Abuse
X-ray Technician Re-certification
Regulatory Compliance
Public Relations
Insurance Reporting

Comments. The following is a representative sample of respondent comments:

- Please restore dental assisting--it is an imperative program in maintaining the high quality of dental care available to the citizens of this community. It is also an opportunity to educate people seeking to improve their careers without forcing them to leave the QC area to do so.

- I've always been impressed with the organization and content of the few courses taken through EICCD. There is a definite need for both hygienists and assistants in our area as there is everywhere. Anything you could do to alleviate this shortage would be appreciated.

- Please replace the Dental Assisting program that was dropped by Black Hawk.

- Dentistry hiring and health care field will only grow in the future.

- We need a dental assisting program! Black Hawk College left us high and dry. The quality of local dental care will go downhill due to the lack of qualified dental assistants; four offices are looking right now on the Illinois side for dental assistants and can't find the proper ones to hire. There has also been a three to five year shortage of hygienists.

DENTAL PERSONNEL INSTRUMENT

29

Eastern Iowa Community College District

Clinton • Muscatine • Scott

Black Hawk COLLEGE

1-3)

DENTISTRY SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs in the dentistry field. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

1. Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✓) the entry-level hourly salary range that applies to each employee category.

		Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.								
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
4-6)	Dental Hygienist												
7-9)	Dental Assistant												
10-12)	Registered Nurse												
13-15)	Licensed Practical Nurse												
16-18)	Surgical Technician												
19-21)	Medical Record Specialist												
22-24)	Other (please specify)												

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2. Please indicate the total number of present and projected openings for full-time and part-time personnel. Projected openings include openings due to growth (new or additional positions), replacement (resulting from deaths, retirements, disabilities, or family responsibilities) and turnover (transfer to another occupation and migration out of labor market area).

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
25-32)	Dental Hygienist								
33-40)	Dental Assistant								
41-48)	Registered Nurse								
49-56)	Licensed Practical Nurse								
57-64)	Surgical Technician								
1-8)	Medical Record Specialist								
9-16)	Other (Please specify) _____								

3. Do you see any emerging trends in the dentistry field? If so, please describe these trends and their implications for your future personnel needs._____

_____

_____

_____

4. The Eastern Iowa Community College District and Black Hawk College offer programs and continuing education credit in the health care field. What specific programs, courses or seminars might we offer to meet your employee training needs?_____

_____

_____

5. If your office is interested in learning more about training/educational services provided by the colleges, please indicate the name of the person whom we could contact._____

_____

6. We welcome your comments._____

_____

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801, or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265, in the envelope provided.

CHAPTER IV

EMERGENCY MEDICAL PERSONNEL ASSESSMENT

EMERGENCY MEDICAL PERSONNEL OCCUPATIONS ASSESSMENT

The purpose of the emergency medical personnel occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the emergency medical health field.

TARGET MARKETS

A total of 67 emergency medical related businesses within the Merged Area IX district of Iowa were identified that were believed to be employing emergency medical personnel.

SURVEY DESIGN

The survey instrument requested information on the following:

- the facility's present employees (number of full-time and part-time employees);
- the entry-level hourly wage paid to employees in each of the personnel classifications;
- immediate and projected employment needs through 1994 in each of the personnel classifications.

DATA COLLECTION, TABULATION, AND ANALYSIS

The surveys were mailed on August 8, 1991 to the 67 emergency medical businesses in Eastern Iowa. A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 23 surveys were returned; this represents 34% of the total population polled. Twenty-two of the responses were considered valid for the purpose of this survey.

All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

RESULTS

The respondents were to list the number of full-time and part-time employees they employ in each personnel category. Many of the employees work on a volunteer basis. Table 1 lists the complete results.

Table 1

NUMBER OF CURRENT EMPLOYEES

	Full-time	Part-time	Volunteer	Total
Basic: First Responder	4	18	68	90
EMT-A	70	49	79	198
Advanced: EMT-I	4	34	23	61
EMT-Paramedic	43	18	11	72

Entry-Level Salary. The respondents were asked to indicate an entry-level salary range for each employee category. An average wage was then computed from the results. Entry-level salaries varied from a low of $6.25 for a first responder to $8.90 per hour for a paramedic. Complete results are listed in Table 2.

Table 2

Entry-Level Salary

	Average Wage
Basic: First Responder	$6.25
EMT-A	7.00
Advanced: EMT-I	7.10
EMT-Paramedic	8.90

Projected Employment Needs. The respondents were asked to indicate present and projected openings for full- and part-time personnel through 1994. The respondents indicated 97 openings for EMT-As and 81 openings for paramedics through 1994. For complete results see Table 3.

Table 3

PROJECTED EMPLOYMENT NEEDS

	Aug-Dec 1991		1992		1993		1994		Total
	FT	PT	FT	PT	FT	PT	FT	PT	Openings
Basic: First Responder	10	11	0	6	0	2	0	2	31
EMT-A	5	13	9	21	2	21	2	21	97
Advanced: EMT-I	0	1	1	3	0	4	0	3	12
EMT-Paramedic	4	10	12	9	12	9	12	13	81

Emerging Trends. The respondents were asked to identify emerging trends in the emergency medical services field and their implications on future personnel needs. Cited trends and issues included: need for more medical personnel in the remote rural areas, more training for personnel, the problem keeping volunteers interested and certified, incorporation of higher skills at lower EMS levels, and the crumbling barrier between First Responders and EMTs.

Program Offerings. The respondents were asked to indicate specific programs, courses, or seminars they would be interested in receiving. Frequently cited topics included:

EMT-A
Defibulation
Emergency Rescue Technician
CPR
First Responder
24 hour refresher course as required by Illinois
PHTLS course
Emergency Medical Dispatching
Auto Extrication
Rope and Water Rescue
Farm and Industrial Rescue
State Recertifications
Course for renewal of FR and ERT
Airway Management
Patient Assessment

Comments. The following is a representative sample of respondent comments:

- The courses, programs, seminars offered must deal with relevant EMS issues that we deal with in the field. The courses, etc. that you provide must be at convenient times and places. Volunteers can't take off from work to attend weekday-daytime programs. Volunteers don't want to have to drive long distances to attend programs. Instructors need to be mobile and travel to where the volunteers are to present programs. Volunteers don't usually get paid to attend classes and the class must be cost effective as well as relevant for them to attend. Our volunteers don't mind attending 2-3 hour programs that are held in our facility. However, they are extremely reluctant to attend all day Saturday or any weekend programs or programs that are 2-4 hours long in facilities that are 30-45 minutes or more from their homes. That kind of time commitment is more than they are willing to give.

- We would all be interested in classes for CEUs held at Muscatine Community College or somewhere equally close. A course on communication between responding agencies would be interesting and helpful. (Include personnel

from dispatch, Sheriff's Office, ambulance, hospital, etc.)

- How about a Regional Newsletter sent our periodically.

- I'm sorry that the numbers on the front of this survey are not filled out to help you; but being a volunteer service we don't pay our EMTs and we welcome any amount of volunteers that would like to join our organization.

- Keep in mind most of our people are volunteers and have other jobs when you have recertification classes.

EMERGENCY MEDICAL PERSONNEL INSTRUMENT

Eastern Iowa Community College District

Clinton • Muscatine • Scott

Black Hawk COLLEGE

(1-3)

EMERGENCY MEDICAL SERVICES SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs for emergency medical services. Your answers will provide direction to our future programming efforts. All responses are confidential and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

1. Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✓) the entry-level hourly salary range that applies to each employee category.

		Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.								
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
	EMERGENCY MEDICAL PERSONNEL:												
	Basic:												
4-8)	First Responder												
9-13)	EMT-A												
	Advanced:												
14-18)	EMT-I												
19-23)	EMT-Paramedic												

2. Please indicate the total number of present and projected openings for full-time and part-time personnel. Projected openings include openings due to growth (new or additional positions), replacement (resulting from deaths, retirements, disabilities, or family responsibilities) and turnover (transfer to another occupation and migration out of labor market area).

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
	EMERGENCY MEDICAL PERSONNEL:								
	Basic:								
24-39)	First Responder								
40-55)	EMT-A								
	Advanced:								
1-16)	EMT-I								
17-32)	EMT-Paramedic								

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3. Do you see any emerging trends in the emergency medical services field? If so, please describe these trends and their implications for your future personnel needs.

4. The Eastern Iowa Community College District and Black Hawk College offer programs and continuing education credit in the emergency medical services field. What specific programs, courses or seminars might we offer to meet your employee training needs?

5. If your office is interested in learning more about training/educational services provided by the colleges, please indicate the name of the person whom we could contact.

6. We welcome your comments.

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801, or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265, in the envelope provided.

CHAPTER V

HOME HEALTH CARE PERSONNEL ASSESSMENT

HOME HEALTH CARE PERSONNEL OCCUPATIONS ASSESSMENT

The purpose of the home health care occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the home health care health field.

TARGET MARKETS

A total of 15 home health care related businesses within the Merged Area IX district of Iowa and the Illinois Quad Cities were identified that were believed to be employing home health care related personnel.

SURVEY DESIGN

The survey instrument requested information on the following:

- the facility's present employees (number of full-time and part-time employees);
- the entry-level hourly wage paid to employees in each of the personnel classifications;
- immediate and projected employment needs through 1994 in each of the personnel classifications.

DATA COLLECTION, TABULATION, AND ANALYSIS

The surveys were mailed on August 8, 1991 to the 15 home health care businesses in Eastern Iowa and the Illinois Quad Cities area. A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 8 surveys were returned; this represents 53% of the total population polled. All eight of the responses were considered valid for the purpose of this survey.

All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

RESULTS

The respondents were to list the number of full-time and part-time employees they employ in each personnel category. Table 1 lists the complete results.

Table 1

NUMBER OF CURRENT EMPLOYEES

	Full-time	Part-time	Total
Registered Nurse	42	67	109
Licensed Practical Nurse	2	17	18
Home Health Aide	70	108	178
Respiratory Therapist	0	0	0
Respiratory Therapist Tech	1	0	1
Limited Practice Respiratory Therapist	0	0	0
Medical Records Specialist	0	0	0
Homemakers/Companions	22	0	22

Entry-Level Salary. The respondents were asked to indicate an entry-level salary range for each employee category. An average wage was then computed from the results. Entry-level salaries varied from a low of $4.75 per hour for Homemakers/ Companions to $10.93 per hour for registered nurses. Complete results are listed in Table 2.

Table 2

Entry-Level Salary

	Average Wage
Registered Nurse	$10.93
Licensed Practical Nurse	8.83
Home Health Aide	5.07
Respiratory Therapist	8.50
Respiratory Therapist Tech	7.50
Medical Records Specialist	6.50
Homemakers/Companions	4.75

Projected Employment Needs. The respondents were asked to indicate present and projected openings for full- and part-time personnel through 1994. The respondents indicated 219 openings for home health care aides and 121 openings for registered nurses through 1994. For complete results see Table 3.

Table 3
PROJECTED EMPLOYMENT NEEDS

	Aug-Dec 1991		1992		1993		1994		Total
	FT	PT	FT	PT	FT	PT	FT	PT	Openings
Registered Nurse	17	30	5	12	5	23	5	24	121
Licensed Practical Nurse	1	5	2	10	2	13	3	15	51
Home Health Aide	60	56	0	29	0	32	0	42	219
Respiratory Therapist	0	2	0	0	0	0	0	0	2
Respiratory Therapist Tech	0	0	0	0	0	0	0	0	0
Limited Practice									
Medical Records Specialist	0	0	0	0	0	0	0	0	0
Homemakers/Companions	20	0	0	0	0	0	0	0	20

Emerging Trends. The respondents were asked to identify emerging trends in the home health care field and their implications on future personnel needs. Almost all of the respondents indicated that home health care was a fast growing field. With this growth has come an extreme shortage of qualified staff. There is a need for home health care nurses, aides, and homemakers.

Program Offerings. The respondents were asked to indicate specific programs, courses, or seminars they would be interested in receiving. Frequently cited topics included:

Physical Assessment
Home care documentation
Legal aspects
HM/HMA classes
CNA certification
Risk management
Ostomy care
Pain management

Comments. The following is a representative sample of respondent comments:

- We have an increasing need for good dependable in-home care givers who are trained in a wholistic approach to care.

- If you are ever in need of a speaker to discuss Home I.V. Therapies, let us know; we have nurses and pharmacists who can provide this.

HOME HEALTH CARE PERSONNEL INSTRUMENT

Eastern Iowa Community College District

Clinton • Muscatine • Scott

Black Hawk COLLEGE

(1-3)

HOME HEALTH CARE SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs in the health care field. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

1. Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✔) the entry-level hourly salary range that applies to each employee category.

		Please List Number of Employees		Please check (✔) Entry Level Hourly Salary Range for each applicable category.									
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
4-8)	Registered Nurse												
9-13)	Licensed Practical Nurse												
14-18)	Home Health Aide												
19-23)	Respiratory Therapist												
24-28)	Respiratory Therapy Technician												
29-33)	Limited Practice Respiratory Therapist												
34-38)	Medical Record Specialist												
39-43)	Other (please specify)												

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2. Please indicate the total number of present and projected openings for full-time and part-time personnel. Projected openings include openings due to growth (new or additional positions), replacement (resulting from deaths, retirements, disabilities, or family responsibilities) and turnover (transfer to another occupation and migration out of labor market area).

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
44-59)	Registered Nurse								
1-16)	Licensed Practical Nurse								
17-32)	Home Health Aide								
33-48)	Respiratory Therapist								
49-64)	Respiratory Therapy Technician								
1-16)	Limited Practice Respiratory Therapist								
17-32)	Medical Record Specialist								
33-48)	Other (Please specify) _____								

3. Do you see any emerging trends in the home-health-care field? If so, please describe these trends and their implications for your future personnel needs._____

_____

_____

_____

4. The Eastern Iowa Community College District and Black Hawk College offer programs and continuing education credit in the health care field. What specific programs, courses or seminars might we offer to meet your employee training needs?_____

_____

_____

5. If your office is interested in learning more about training/educational services provided by the colleges, please indicate the name of the person whom we could contact._____

_____

6. We welcome your comments._____

_____

_____

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801, or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265, in the envelope provided.

CHAPTER VI
HOSPITAL PERSONNEL ASSESSMENT

HOSPITAL PERSONNEL OCCUPATIONS ASSESSMENT

The purpose of the hospital personnel occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the hospital health occupations field.

TARGET MARKETS

A total of 12 hospitals within the Merged Area IX district of Iowa and the Illinois Quad Cities were identified that were believed to be employing health-related personnel.

SURVEY DESIGN

The survey instrument requested information on the following:

- the facility's present employees (number of full-time and part-time employees);
- the entry-level hourly wage paid to employees in each of the personnel classifications;
- immediate and projected employment needs through 1994 in each of the personnel classifications.

DATA COLLECTION, TABULATION, AND ANALYSIS

The surveys were mailed on August 8, 1991 to the 12 hospitals in Eastern Iowa and the Illinois Quad Cities area. A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 8 surveys were returned; this represents 67% of the total population polled. All eight of the responses were considered valid for the purpose of this survey.

All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

RESULTS

The respondents were to list the number of full-time and part-time employees they employ in each personnel category. Table 1 lists the complete results.

Table 1
NUMBER OF CURRENT EMPLOYEES

	Full-time	Part-time	Total
NURSING:			
Physician Assistant	0	0	0
Registered Nurse	359	279	638
Licensed Practical Nurse	63	51	114
Nursing Assistant	127	88	215
Nurse Anesthetist	3	1	4
Surgical Technician	23	16	39
Midwife	0	0	0
PHYSICAL THERAPY:			
Physical Therapist	21	5	26
Physical Therapy Asst.	9	2	11
Physical Therapy Aide/Tech	21	18	39
RADIOLOGY PROFESSIONAL SERVICES:			
Radiological Technologist	22	13	35
Radiographer	29	32	61
Ultrasonography Tech	6	6	12
Nuclear Medicine Tech	7	4	11
Radiation Therapy Tech	7	6	13
MEDICAL RECORDS PERSONNEL:			
Registered Record Admin	5	0	5
Accredited Record Tech	14	2	16
Coding Specialist	7	0	7
Medical Record Specialist	12	6	18
Medical Transcriptionist	53	14	67
Medical Secretary	2	0	2
Unit Ward Clerk	33	21	54
PHARMACY PERSONNEL:			
Pharmacy Technician	31	35	66
OCCUPATIONAL THERAPY:			
Occupational Therapist	14	4	18
Occupational Therapy Asst	6	3	9
RESPIRATORY THERAPY:			
Respiratory Therapist	20	5	25
Respiratory Therapist Tech	14	15	29
Limited Practice Respiratory Therapist	5	11	16
CLINICAL LABORATORY PERSONNEL:			
Medical Technologist	30	24	54
Medical Laboratory Tech	8	6	14
Medical Laboratory Asst	2	6	8
Phlebotomist	5	9	14
Perfusion Technician	0	0	0
Histologist	3	0	3
Cytotechnologist	1	0	1

	Full-time	Part-time	Total
SPECIALTY TECHNICIANS:			
Electroneurodiagnostic Technicians	2	4	6
Electroencephalographic Technicians	1	1	2
Magnetic Resonance Imaging Technicians	0	0	0
FOOD SERVICE PERSONNEL:			
Dietician	14	6	20
EMERGENCY MEDICAL PERSONNEL:			
Basic First Responder	0	0	0
EMT-A	0	16	16
Advanced EMT-I	2	1	3
EMT-Paramedic	11	12	23

Entry-Level Salary. The respondents were asked to indicate an entry-level salary range for each employee category. An average wage was then computed from the results. Entry-level salaries varied from a low of $5.25 per hour for an unit ward clerk to over $12.00 per hour for physical and occupational therapists. Complete results are listed in Table 2.

Table 2

Entry-Level Salary

	Average Wage
Registered Nurse	$10.50
Licensed Practical Nurse	7.50
Nursing Assistant	5.54
Nurse Anesthetist	11.17
Surgical Technician	8.00
PHYSICAL THERAPY:	
Physical Therapist	12.50
Physical Therapy Asst.	11.00
Physical Therapy Aide/Tech	6.07
RADIOLOGY PROFESSIONAL SERVICES	
Radiological Technologist	9.25
Radiographer	9.00
Ultrasonography Tech	10.17
Nuclear Medicine Tech	10.90
Radiation Therapy Tech	9.83
MEDICAL RECORDS PERSONNEL:	
Registered Record Admin	10.50
Accredited Record Tech	8.79
Coding Specialist	8.00
Medical Record Specialist	7.50
Medical Transcriptionist	6.75
Medical Secretary	7.17
Unit Ward Clerk	5.25
PHARMACY PERSONNEL:	
Pharmacy Technician	6.00
OCCUPATIONAL THERAPY:	
Occupational Therapist	12.17
Occupational Therapy Asst	8.50
RESPIRATORY THERAPY:	
Respiratory Therapist	11.00
Respiratory Therapist Tech	7.50
Limited Practice Respiratory Therapist	7.50
CLINICAL LABORATORY PERSONNEL:	
Medical Technologist	9.67
Medical Laboratory Tech	8.30
Medical Laboratory Asst	6.90
Phlebotomist	6.15
Histologist	8.50
Cytotechnologist	10.00
SPECIALTY TECHNICIANS:	
Electroneurodiagnostic Technicians	6.50
Electroencephalographic Technicians	8.50
FOOD SERVICE PERSONNEL:	
Dietician	11.50
EMERGENCY MEDICAL PERSONNEL:	
EMT-A	5.83
Advanced EMT-I	6.50
EMT-Paramedic	8.17

Projected Employment Needs. The respondents were asked to indicate present and projected openings for full- and part-time personnel through 1994. The respondents indicated 516 openings for registered nurses and 113 openings for nursing assistants through 1994. For complete results see Table 3.

Table 3
PROJECTED EMPLOYMENT NEEDS

	Aug-Dec 1991		1992		1993		1994		Total
	FT	PT	FT	PT	FT	PT	FT	PT	Openings
NURSING:									
Registered Nurse	32	35	90	59	88	61	95	56	516
Licensed Practical Nurse	0	3	3	3	2	3	2	3	19
Nursing Assistant	9	19	13	16	13	15	13	15	113
Surgical Technician	0	0	6	3	6	4	6	4	29
PHYSICAL THERAPY:									
Physical Therapist	6	2	8	4	8	4	10	4	46
Physical Therapy Asst.	4	2	5	3	5	3	6	4	32
Physical Therapy Aide/Tech	4	0	6	2	6	2	8	2	30
RADIOLOGY PROFESSIONAL SERVICES									
Radiological Technologist	0	1	4	2	3	2	4	2	18
Radiographer	7	8	9	11	11	11	11	10	78
Ultrasonography Tech	3	0	3	2	4	0	5	0	17
Nuclear Medicine Tech	2	0	4	1	3	2	4	2	18
Radiation Therapy Tech	2	3	4	4	4	4	5	3	29
MEDICAL RECORDS PERSONNEL:									
Registered Record Admin	1	0	2	0	1	1	1	1	7
Accredited Record Tech	1	0	1	1	4	2	2	0	11
Coding Specialist	2	0	3	1	4	0	4	0	14
Medical Record Specialist	0	0	0	2	0	1	0	2	5
Medical Transcriptionist	2	2	9	5	8	4	9	4	43
Medical Secretary	1	0	0	0	1	0	0	0	2
Unit Ward Clerk	0	6	2	6	3	6	3	6	32
PHARMACY PERSONNEL:									
Pharmacy Technician	0	0	4	2	3	1	5	1	16
OCCUPATIONAL THERAPY:									
Occupational Therapist	3	1	5	0	4	1	5	1	20
Occupational Therapy Asst	1	0	2	0	3	0	2	0	8
RESPIRATORY THERAPY:									
Respiratory Therapist	1	0	2	1	3	0	2	1	10
Respiratory Therapist Tech	0	0	2	3	2	1	2	1	11
Limited Practice Respiratory Therapist	0	0	0	2	0	1	0	1	4
CLINICAL LABORATORY PERSONNEL:									
Medical Technologist	1	2	2	3	2	2	3	3	18
Medical Laboratory Tech	1	1	2	2	3	3	4	1	17
Medical Laboratory Asst	0	0	1	1	1	1	1	1	6
Phlebotomist	0	0	0	1	0	2	1	0	4
Histologist	0	0	0	1	1	0	0	1	3
Cytotechnologist	0	0	1	0	1	0	1	0	3

	Aug-Dec 1991		1992		1993		1994		Total
	FT	PT	FT	PT	FT	PT	FT	PT	Openings
SPECIALTY TECHNICIANS:									
Electroneurodiagnostic Technicians	0	1	1	1	0	0	1	0	4
Electroencephalographic Technicians	0	0	0	1	0	1	0	1	3
FOOD SERVICE PERSONNEL:									
Dietician	0	1	1	0	3	0	2	0	7
EMERGENCY MEDICAL PERSONNEL:									
EMT-A	0	8	3	8	3	8	3	8	41
Advanced EMT-I	0	1	0	6	0	6	0	6	19
EMT-Paramedic	0	2	3	3	2	5	3	6	24

Emerging Trends. The respondents were asked to identify emerging trends in the health field and their implications on future personnel needs. The respondents indicated an increasing need for most all occupational categories; those especially cited included RNs, LPNs, CNAs, MTs, and physical therapists. It was suggested that certain professions may need to cross-train for two or more disciplines.

Employees Upgrading Skills. The respondents were asked to indicate if they were requiring their present employees to formally upgrade their skills and/or educational levels. The respondents stated that they continually encourage their staff to extend their education. Specific areas of upgrading included: the cardiopulmonary areas, mammography for X-ray techs, respiratory care, EMT Outreach classes and nursing specialists.

Program Offerings. The respondents were asked to indicate specific programs, courses, or seminars they would be interested in receiving. Frequently cited topics included:

Customer Relations
Medical Terminology Classes
Medical Coding Courses
Medical Records Program
Physical Therapy Assistant Program
Ultrasound Nuclear Medicine
Updating Classes for Radiology, Lab, and Respiratory

Comments. The following is a representative sample of respondent comments:

- Very difficult to project openings two to three years from now.

- Am unable to give accurate projections as I am new to this facility.

- We are grateful to our school districts for providing

excellent programs. We have had good results from recruiting your fine graduates.

HOSPITAL PERSONNEL INSTRUMENT

Eastern Iowa Community College District

Clinton • Muscatine • Scott

Black Hawk COLLEGE

HOSPITAL SURVEY

(1-2)

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs in the health care field. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

This survey should be completed by the personnel director in your organization.

1. Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✓) the entry-level hourly salary range that applies to each employee category.

		Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.									
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
	NURSING:												
(3-7)	Physician Assistant												
(8-12)	Registered Nurse												
(13-17)	Licensed Practical Nurse												
(18-22)	Nursing Assistant												
(23-27)	Nurse Anesthetist												
(28-32)	Surgical Technician												
(33-37)	Midwife												
	PHYSICAL THERAPY:												
(38-42)	Physical Therapist												
(43-47)	Physical Therapy Assistant												
(48-52)	Physical Therapy Aide/Technician												
	RADIOLOGY PROFESSIONAL SERVICES:												
(53-57)	Radiological Technologist (4 yr)												
(58-62)	Radiographer (2 yr)												
(63-67)	Ultrasonography Technologist												
(68-72)	Nuclear Medicine Technologist												
1(1-5)	Radiation Therapy Technologist												

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		Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.									
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
	MEDICAL RECORDS PERSONNEL:												
6-10)	Registered Record Administrator												
11-15)	Accredited Record Technician												
16-20)	Coding Specialist												
21-25)	Medical Record Specialist												
26-30)	Medical Transcriptionist												
31-35)	Medical Secretary												
36-40)	Unit Ward Clerk												
	PHARMACY PERSONNEL:												
41-45)	Pharmacy Technician												
	OCCUPATIONAL THERAPY:												
46-50)	Occupational Therapist												
51-55)	Occupational Therapy Assistant												
	RESPIRATORY THERAPY:												
56-60)	Respiratory Therapist												
61-65)	Respiratory Therapist Technician												
66-70)	Limited Practice Respiratory Therapist												
	CLINICAL LABORATORY PERSONNEL:												
1-5)	Medical Technologist												
6-10)	Medical Laboratory Technician												
11-15)	Medical Laboratory Assistant												
16-20)	Phlebotomist												
21-25)	Perfusion Technician												
26-30)	Histologist												
31-35)	Cytotechnologist												
	SPECIALTY TECHNICIANS:												
36-40)	Electroneurodiagnostic Technician												
41-45)	Electroencephalographic Technician												
46-50)	Magnetic Resonance Imaging Technician												
	FOOD SERVICE PERSONNEL:												
51-55)	Dietician												
	EMERGENCY MEDICAL PERSONNEL:												
56-60)	Basic: First Responder												
61-65)	EMT-A												
66-70)	Advanced: EMT-I												
1-5)	EMT-Paramedic												

2. Please indicate the total number of present and projected openings for full-time and part-time personnel. Projected openings include openings due to growth (new or additional positions), replacement (resulting from deaths, retirements, disabilities, or family responsibilities) and turnover (transfer to another occupation and migration out of labor market area).

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
	NURSING:								
5-21)	Physician Assistant								
22-37)	Registered Nurse								
38-53)	Licensed Practical Nurse								
54-69)	Nursing Assistant								
1-8)	Nurse Anesthetist								
9-16)	Surgical Technician								
17-24)	Midwife								
	PHYSICAL THERAPY:								
25-32)	Physical Therapist								
33-40)	Physical Therapy Assistant								
41-48)	Physical Therapy Aide/Technician								
	RADIOLOGY PROFESSIONAL SERVICES:								
49-56)	Radiological Technologist (4 yr)								
57-64)	Radiographer (2 yr)								
65-72)	Ultrasonography Technologist								
1-8)	Nuclear Medicine Technologist								
9-16)	Radiation Therapy Technologist								
	MEDICAL RECORDS PERSONNEL:								
17-24)	Registered Record Administrator								
25-32)	Accredited Record Technician								
33-40)	Coding Specialist								
41-48)	Medical Record Specialist								
49-56)	Medical Transcriptionist								
57-64)	Medical Secretary								
65-72)	Unit Ward Clerk								
	PHARMACY PERSONNEL:								
1-8)	Pharmacy Technician								
	OCCUPATIONAL THERAPY:								
9-16)	Occupational Therapist								
17-24)	Occupational Therapy Assistant								
	RESPIRATORY THERAPY:								
25-32)	Respiratory Therapist								
33-40)	Respiratory Therapist Technician								
41-48)	Limited Practice Respiratory Therapist								

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
	CLINICAL LABORATORY PERSONNEL:								
49-56)	Medical Technologist								
57-64)	Medical Laboratory Technician								
65-72)	Medical Laboratory Assistant								
111 1-8)	Phlebotomist								
9-16)	Perfusion Technician								
17-24)	Histologist								
25-32)	Cytotechnologist								
	SPECIALTY TECHNICIANS:								
33-40)	Electroneurodiagnostic Technician								
41-48)	Electroencephalographic Technician								
49-56)	Magnetic Resonance Imaging Technician								
	FOOD SERVICE PERSONNEL:								
57-64)	Dietician								
	EMERGENCY MEDICAL PERSONNEL:								
	Basic:								
65-72)	First Responder								
X 1-8)	EMT-A								
	Advanced:								
9-16)	EMT-I								
17-24)	EMT-Paramedic								

3. Do you see any emerging trends in the health care field? If so, please describe these trends and their implications for your future personnel needs._____

25) 4. Are you requiring any of your present employees to formally upgrade their skills and/or educational levels?
1. Yes
2. No → If yes, please explain these requirements._____

5. The Eastern Iowa Community College District and Black Hawk College offer programs and continuing education credit in the health care field. What specific programs, courses or seminars might we offer to meet your employee training needs?_____

6. If your office is interested in learning more about training/educational services provided by the colleges, please indicate the name of the person whom we could contact._____

7. Please indicate the title or position of the person(s) who completed this survey._____

26) 8. Would you like to receive the results of this survey?
1. Yes
2. No

9. We welcome your comments._____

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801, or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265, in the envelope provided.

CHAPTER VII

LABORATORY PERSONNEL ASSESSMENT

LABORATORY PERSONNEL OCCUPATIONS ASSESSMENT

The purpose of the laboratory personnel occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the laboratory field.

TARGET MARKETS

A total of 10 laboratory related businesses within the Merged Area IX district of Iowa and the Illinois Quad Cities were identified that were believed to be employing laboratory personnel.

SURVEY DESIGN

The survey instrument requested information on the following:

- the facility's present employees (number of full-time and part-time employees);
- the entry-level hourly wage paid to employees in each of the personnel classifications;
- immediate and projected employment needs through 1994 in each of the personnel classifications.

DATA COLLECTION, TABULATION, AND ANALYSIS

The surveys were mailed on August 8, 1991 to the 10 laboratory related businesses in Eastern Iowa and the Illinois Quad Cities area. A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 4 surveys were returned; this represents 40% of the total population polled. All four of the responses were considered valid for the purpose of this survey.

It must be noted that the major area employer of laboratory personnel did not respond regarding number of current employees and projected openings. This causes the data to reflect very low estimates.

All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

RESULTS

The respondents were to list the number of full-time and part-time employees they employ in each personnel category. Table 1 lists the complete results.

Table 1

NUMBER OF CURRENT EMPLOYEES

	Full-time	Part-time	Total
Medical Technologist	3	6	9
Medical Laboratory Tech	1	1	2
Medical Lab Assistant	1	0	1
Phlebotomist	3	5	8
Histologist	0	0	0
Cytotechnologist	3	0	3
Registered Nurse	3	10	13
Licensed Practical Nurse	1	5	6
Medical Secretary	1	0	1

Entry-Level Salary. The respondents were asked to indicate an entry-level salary range for each employee category. An average wage was then computed from the results. Entry-level salaries varied from a low of $5.50 per hour for medical secretary to $11.50 per hour for cytotechnologists and registered nurses. Complete results are listed in Table 2.

Table 2

Entry-Level Salary

	Average Wage
Medical Technologist	$10.83
Medical Laboratory Tech	7.83
Medical Laboratory Assistant	6.50
Phlebotomist	5.63
Histologist	8.50
Cytotechnologist	11.50
Registered Nurse	11.50
Licensed Practical Nurse	7.50
Medical Secretary	5.50

Projected Employment Needs. The respondents were asked to indicate present and projected openings for full- and part-time personnel through 1994. The respondents indicated 10 openings for phlebotomists through 1994. For complete results see Table 3.

Table 3

PROJECTED EMPLOYMENT NEEDS

	Aug-Dec 1991		1992		1993		1994		Total
	FT	PT	FT	PT	FT	PT	FT	PT	Openings
Medical Technologist	0	0	0	1	0	1	0	1	3
Medical Laboratory Technician	0	0	0	0	1	0	0	0	1
Medical Laboratory Assistant	0	0	0	0	0	0	0	0	0
Phlebotomist	2	2	0	2	0	2	0	2	10
Histologist	0	0	0	0	0	0	0	0	0
Cytotechnologist	0	0	0	0	0	0	0	0	0
Registered Nurse	0	1	0	1	0	1	0	1	4
Licensed Practical Nurse	0	1	0	1	0	1	0	1	4
Medical Secretary	0	0	0	0	0	0	0	0	0

Emerging Trends. The respondents were asked to identify emerging trends in the health care field and their implications on future personnel needs. Respondents indicated an increased use of Medical Laboratory Technicians and Phlebotomists as Medical Technicians become mainly supervisory. Increased automation was cited as well as the trend of sending out to larger laboratories. One respondent said that due to the "increased proficiency standards, ...there is a ...lack of available medical technicians to do the work."

Employee Upgrading of Skills. The respondents were asked if they were requiring their present employees to formally upgrade their skills and/or education level and how was this accomplished. The respondents indicated upgrading was accomplished through attending seminars and utilizing tapes. Additional training would be necessary when obtaining new specific equipment.

Program Offerings. The respondents were asked to indicate specific programs, courses, or seminars they would be interested in receiving. Frequently cited topics included:

Quality Assurance
Customer Service as it relates to blood banking
Anything to do with Medical Technology

LABORATORY PERSONNEL INSTRUMENT

Eastern Iowa Community College District

Clinton • Muscatine • Scott

Black Hawk COLLEGE

(1-3)

LABORATORY SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs in the health care field. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

1. Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✓) the entry-level hourly salary range that applies to each employee category.

		Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.									
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
	NURSING:												
4-6)	Registered Nurse												
7-9)	Licensed Practical Nurse												
10-12)	Nursing Assistant												
	RADIOLOGY PROFESSIONAL SERVICES:												
13-15)	Radiological Technologist (4 yr)												
16-18)	Radiographer (2 yr)												
19-21)	Ultrasonography Technologist												
22-24)	Nuclear Medicine Technologist												
25-27)	Radiation Therapy Technologist												
	MEDICAL RECORDS PERSONNEL:												
28-30)	Registered Record Administrator												
31-33)	Accredited Record Technician												
34-36)	Coding Specialist												
37-39)	Medical Record Specialist												
40-42)	Medical Transcriptionist												
43-45)	Medical Secretary												

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		Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.									
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
	CLINICAL LABORATORY PERSONNEL:												
46-50)	Medical Technologist												
51-55)	Medical Laboratory Technician												
56-60)	Medical Laboratory Assistant												
61-63)	Phlebotomist												
64-66)	Perfusion Technician												
67-69)	Histologist												
70-72)	Cytotechnologist												
	SPECIALTY TECHNICIANS:												
1(1-3)	Electroneurodiagnostic Technician												
4-6)	Electroencephalographic Technician												
7-9)	Magnetic Resonance Imaging Technician												

2. Please indicate the total number of present and projected openings for full-time and part-time personnel. Projected openings include openings due to growth (new or additional positions), replacement (resulting from deaths, retirements, disabilities, or family responsibilities) and turnover (transfer to another occupation and migration out of labor market area).

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
	NURSING:								
10-17)	Registered Nurse								
18-25)	Licensed Practical Nurse								
26-33)	Nursing Assistant								
	RADIOLOGY PROFESSIONAL SERVICES:								
34-41)	Radiological Technologist (4 yr)								
42-49)	Radiographer (2 yr)								
50-57)	Ultrasonography Technologist								
58-65)	Nuclear Medicine Technologist								
1-8)	Radiation Therapy Technologist								
	MEDICAL RECORDS PERSONNEL:								
9-16)	Registered Record Administrator								
17-24)	Accredited Record Technician								
25-32)	Coding Specialist								
33-40)	Medical Record Specialist								
41-48)	Medical Transcriptionist								
49-56)	Medical Secretary								

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
	CLINICAL LABORATORY PERSONNEL:								
57-64)	Medical Technologist								
V 1-8)	Medical Laboratory Technician								
9-16)	Medical Laboratory Assistant								
17-24)	Phlebotomist								
25-32)	Perfusion Technician								
33-40)	Histologist								
41-48)	Cytotechnologist								
	SPECIALTY TECHNICIANS:								
49-56)	Electroneurodiagnostic Technician								
57-64)	Electroencephalographic Technician								
(1-8)	Magnetic Resonance Imaging Technician								

3. Do you see any emerging trends in the clinical laboratory field? If so, please describe these trends and their implications for your future personnel needs._____

9) 4. Are you requiring any of your present employees to formally upgrade their skills and/or educational levels?
1. Yes → If yes, please explain these requirements._____
2. No

5. The Eastern Iowa Community College District and Black Hawk College offer programs and continuing education credit in the health care field. What specific programs, courses or seminars might we offer to meet your employee training needs?_____

6. If your office is interested in learning more about training/educational services provided by the colleges, please indicate the name of the person whom we could contact._____

7. We welcome your comments._____

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801, or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265, in the envelope provided.

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CHAPTER VIII

LONG TERM HEALTH CARE FACILITY ASSESSMENT

LONG TERM HEALTH CARE PERSONNEL OCCUPATIONS ASSESSMENT

The purpose of the long term health care personnel occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the long term health care field.

TARGET MARKETS

A total of 112 long term health care related businesses within the Merged Area IX district of Iowa and the Illinois Quad Cities were identified that were believed to be employing health care personnel.

SURVEY DESIGN

The survey instrument requested information on the following:

- the facility's present employees (number of full-time and part-time employees);
- the entry-level hourly wage paid to employees in each of the personnel classifications;
- immediate and projected employment needs through 1994 in each of the personnel classifications.

DATA COLLECTION, TABULATION, AND ANALYSIS

The surveys were mailed on August 8, 1991 to the 112 long term health care businesses in Eastern Iowa and the Illinois Quad Cities area. A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 55 surveys were returned; this represents 49% of the total population polled. All 55 of the responses were considered valid for the purpose of this survey.

All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

Type of Health Care Provided. The respondents were asked to indicate the type of health care (skilled, intermediate, or residential) their facility provided. Respondents could indicate more than one category. Results can be found in Table 1.

Table 1
TYPE OF CARE PROVIDED

	Number	Percent
Skilled	17	32.1
Intermediate	42	79.2
Residential	15	28.3

Table 2
NUMBER OF BEDS

Type of Care	Total Number of Beds	Median Number of Beds per Facility
Skilled	1022	52.5
Intermediate	2572	67.0
Residential	660	44.0
Total	3594	

RESULTS

The respondents were to list the number of full-time and part-time employees they employ in each personnel category. Table 3 lists the complete results.

Table 3

NUMBER OF CURRENT EMPLOYEES

	Full-time	Part-time	Total
Nursing			
Registered Nurse	163	94	257
Licensed Practical Nurse	230	127	357
Nursing Assistant	1044	451	1495
Medical Records Personnel			
Registered Record Admin	8	2	10
Accredited Record Tech	13	1	14
Coding Specialist	5	0	5
Medical Record Specialist	1	1	2
Medical Secretary	13	3	16
Unit Ward Clerk	16	3	19
Pharmacy Personnel			
Pharmacy Technician	15	9	24
Respiratory Therapy			
Limited Practice Respiratory Therapist	27	14	41

Entry-Level Salary. The respondents were asked to indicate an entry-level salary range for each employee category. An average wage was then computed from the results. Entry-level salaries varied from a low of $4.93 per hour for nursing assistants to $10.36 per hour for registered nurses. Complete results are listed in Table 4.

Table 4

Entry-Level Salary

	Average Wage
Registered Nurse	$10.36
Licensed Practical Nurse	8.29
Nursing Assistant	4.93
Registered Record Admin	8.00
Accredited Record Tech	9.25
Coding Specialist	8.50
Medical Record Specialist	6.00
Medical Secretary	6.03
Unit Ward Clerk	5.35
Pharmacy Technician	5.83
Limited Practice Respiratory Therapist	7.83

Projected Employment Needs. The respondents were asked to indicate present and projected openings for full- and part-time personnel through 1994. The respondents indicated 1365 openings for nursing assistants, 372 openings for Licensed Practical Nurses, and 270 openings for Registered Nurses through 1994. For complete results see Table 5.

Table 5

PROJECTED EMPLOYMENT NEEDS

	Aug-Dec 1991		1992		1993		1994		Total
	FT	PT	FT	PT	FT	PT	FT	PT	Openings
Registered Nurse	45	45	36	38	26	30	22	28	270
Licensed Practical Nurse	53	65	40	44	47	45	39	39	372
Nursing Assistant	245	177	204	137	170	135	166	131	1365
Registered Record Administrator	0	1	0	1	0	1	0	1	4
Accredited Record Technician	11	5	5	0	5	0	1	0	22
Coding Specialist	5	0	0	1	1	0	1	0	8
Medical Record Specialist	0	0	0	0	0	0	0	0	0
Medical Secretary	4	0	1	0	0	0	0	0	5
Unit Ward Clerk	3	3	1	4	3	4	0	2	20
Pharmacy Technician	5	1	0	1	1	1	1	1	11
Limited Practice Respiratory Therapist	15	10	0	0	3	25	0	0	53

Emerging Trends. The respondents were asked to identify emerging trends in the long term health care field and their implications on future personnel needs. The respondents frequently cited the increased number of residents admitted with psychological problems which requires a better trained staff. Residents are also more acutely ill when they enter the facility. This problem is compounded by the fact that

recruitment of staff is very difficult. One of the difficulties in staffing is due to the tough competition of hospitals who can provide better benefits and salaries. The respondents also indicated a need for an emphasis on the areas of social service and activities.

All respondents encourage continuing education for their employees, especially certified staff. Some RNs are being required to take an ANA Geriatric certification course and many provide in-house inservices in a variety of areas.

Program Offerings. The respondents were asked to indicate specific programs, courses, or seminars they would be interested in receiving. Frequently cited topics included:

Nursing CEU Courses
CNA CEU Courses
OBRA
State & Federal Regulations
Aging Process
Rehabilitation for Geriatric
Nursing Management of the Elderly
CPR
Respiratory Therapy CEUs
Infection Control
Alzheimers Disease Assessment
Medical Ethics
Gerontology
Managing combative, aggressive, angry patients
IV Therapy
AIDS

Comments. The following is a representative sample of respondent comments:

- Projecting staffing needs for CNAs is difficult because of the unpredictable turnover rates on a daily basis.

- We do make use of courses offered and feel the cost is affordable. However, we are unable to locate enough of some types of personnel. It would seem that the College, could assist in preparing students for this work to our mutual advantage. These and other positions are hard to fill: Resident Aide, Developmental Service Aide, Residential Support Staff, Resident Counselor, and Shift Supervisor.

- Due to late reimbursement from the state--funds in nursing facilities; we have difficulty in allowing for educational services.

- Need affordable training sessions.

LONG TERM HEALTH CARE FACILITY INSTRUMENT

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Eastern Iowa Community College District

Clinton • Muscatine • Scott

Black Hawk COLLEGE

(1-3)

LONG TERM HEALTH CARE FACILITY SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs in the health care field. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

This survey should be completed by the personnel director or health care administrator in your organization.

1. What type of health care does your facility provide? (Circle all that apply)
   (4) 1. Skilled care
   (5) 2. Intermediate care
   (6) 3. Residential care

2. How many beds does your facility have in each of the following categories? Please list the number of beds in each category.

		Number of Beds
(7-9)	1. Skilled care	_____
(10-12)	2. Intermediate care	_____
(13-15)	3. Residential care	_____

3. Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✓) the entry-level hourly salary range that applies to each employee category.

		Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.									
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
	NURSING:												
(16-20)	Registered Nurse												
(21-25)	Licensed Practical Nurse												
(26-30)	Nursing Assistant												
	MEDICAL RECORDS PERSONNEL:												
(31-35)	Registered Record Administrator												
(36-40)	Accredited Record Technician												
(41-45)	Coding Specialist												
(46-50)	Medical Record Specialist												
(51-55)	Medical Secretary												
(56-60)	Unit Ward Clerk												
	PHARMACY PERSONNEL:												
(61-65)	Pharmacy Technician												
	RESPIRATORY THERAPY:												
(66-70)	Limited Practice Respiratory Therapist												

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4. Please indicate the total number of present and projected openings for full-time and part-time personnel. Projected openings include openings due to growth (new or additional positions), replacement (resulting from deaths, retirements, disabilities, or family responsibilities) and turnover (transfer to another occupation and migration out of labor market area).

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
	NURSING:								
I 1-16)	Registered Nurse								
17-32)	Licensed Practical Nurse								
33-48)	Nursing Assistant								
	MEDICAL RECORDS PERSONNEL:								
49-64)	Registered Record Administrator								
II 1-16)	Accredited Record Technician								
17-32)	Coding Specialist								
33-48)	Medical Record Specialist								
49-64)	Medical Secretary								
V 1-16)	Unit Ward Clerk								
	PHARMACY PERSONNEL:								
17-32)	Pharmacy Technician								
	RESPIRATORY THERAPY:								
33-48)	Limited Practice Respiratory Therapist								

5. Do you see any emerging trends in long-term health care? If so, please describe these trends and their implications for your future personnel needs. _____

_____

_____

_____

49) 6. Are you requiring any of your present employees to formally upgrade their skills and/or educational levels?
1. Yes → If yes, please explain these requirements. _____
2. No

_____

_____

7. The Eastern Iowa Community College District and Black Hawk College offer programs and continuing education credit in the health care field. What specific programs, courses or seminars might we offer to meet your employee training needs? _____

_____

_____

8. If your office is interested in learning more about training/educational services provided by the colleges, please indicate the name of the person whom we could contact. _____

_____

9. We welcome your comments. _____

_____

_____

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801, or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265, in the envelope provided.

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CHAPTER IX

PHYSICIAN'S OFFICE PERSONNEL ASSESSMENT

PHYSICIAN'S OFFICE/CLINIC PERSONNEL OCCUPATIONS ASSESSMENT

The purpose of the physicians' office/clinic personnel occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the physicians' office/clinic field.

TARGET MARKETS

A total of 400 physicians' office/clinics within the Merged Area IX district of Iowa and the Illinois Quad Cities were identified that were believed to be employing related personnel.

SURVEY DESIGN

The survey instrument requested information on the following:

- the facility's present employees (number of full-time and part-time employees);
- the entry-level hourly wage paid to employees in each of the personnel classifications;
- immediate and projected employment needs through 1994 in each of the personnel classifications.

DATA COLLECTION, TABULATION, AND ANALYSIS

The surveys were mailed on August 8, 1991 to the 400 physicians' office/clinics in Eastern Iowa and the Illinois Quad Cities area. A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 88 surveys were returned; this represents 22% of the total population polled. Eight-three of the responses were considered valid for the purpose of this survey.

All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

RESULTS

The respondents were to list the number of full-time and part-time employees they employ in each personnel category. Table 1 lists the complete results.

Table 1

NUMBER OF CURRENT EMPLOYEES

	Full-time	Part-time	Total
Medical Lab Assistant	3	0	3
Medical Lab Technician	11	2	13
Medical Technician	13	6	19
Accredited Record Technician	0	0	0
Coding Specialist	13	2	15
Medical Records Specialist	20	6	26
Medical Secretary	42	18	60
Medical Transcriptionist	25	28	53
Registered Records Admin	4	0	4
Licensed Practical Nurse	43	26	69
Medical Assistant	53	26	79
Nurse Practitioner	4	8	12
Physicians Assistant	8	4	12
Registered Nurse	98	61	159
Radiographer (2 yr)	8	10	18
Radiological Tech (4 yr)	21	4	25
Ultrasound Technologist	2	0	2
Physical Therapist	1	1	2
Physical Therapy Assistant	1	1	2

Entry-Level Salary. The respondents were asked to indicate an entry-level salary range for each employee category. An average wage was then computed from the results. Entry-level salaries varied from a low of $5.89 per hour for medicals records specialist to $12.50 per hour for a physical therapist and $12.17 per hour for a Nurse Practitioner. Complete results are listed in Table 2.

Table 2

Entry-Level Salary

	Average Wage
Medical Lab Assistant	$6.25
Medical Lab Technician	8.07
Medical Technician	9.17
Coding Specialist	7.23
Medical Records Specialist	5.89
Medical Secretary	6.79
Medical Transcriptionist	7.37
Registered Records Admin	7.50
Licensed Practical Nurse	7.28
Medical Assistant	6.99
Nurse Practitioner	12.17
Physicians Assistant	9.79
Registered Nurse	9.89
Radiographer (2 yr)	8.50
Radiological Tech (4 yr)	9.83
Ultrasound Technologist	9.92
Physical Therapist	12.50
Physical Therapy Assistant	6.50

Projected Employment Needs. The respondents were asked to indicate present and projected openings for full- and part-time personnel through 1994. The respondents indicated 113 openings for registered nurses and 62 openings for medical assistants through 1994. For complete results see Table 3.

Table 3

PROJECTED EMPLOYMENT NEEDS

	Aug-Dec 1991		1992		1993		1994		Total
	FT	PT	FT	PT	FT	PT	FT	PT	Openings
Medical Lab Assistant	2	0	1	1	0	1	0	1	6
Medical Lab Technician	5	3	5	1	4	1	3	1	23
Medical Technician	1	2	3	2	2	2	2	2	16
Accredited Record Technician	1	0	1	0	1	0	0	0	3
Coding Specialist	2	3	2	0	0	0	0	0	7
Medical Records Specialist	12	4	8	3	6	1	5	0	39
Medical Secretary	11	8	6	7	2	2	3	1	40
Medical Transcriptionist	3	3	7	4	6	1	4	0	28
Registered Records Admin	0	0	0	0	0	0	0	0	0
Licensed Practical Nurse	16	2	9	1	8	0	8	2	46
Medical Assistant	16	4	15	8	7	2	9	1	62
Nurse Practitioner	2	4	1	1	2	1	2	1	14
Physicians Assistant	2	2	2	0	2	0	1	0	9
Registered Nurse	29	14	22	8	21	4	11	4	113
Radiographer (2 yr)	4	2	3	0	4	0	3	0	16
Radiological Tech (4 yr)	7	4	5	5	1	2	0	0	24
Ultrasound Technologist	1	1	0	0	0	0	0	0	2
Physical Therapist	2	1	1	0	0	0	0	0	4
Physical Therapy Assistant	0	0	1	0	1	0	0	0	2

Emerging Trends. The respondents were asked to identify emerging trends in the health care field and their implications on future personnel needs. Most respondents indicated their offices are becoming more and more computerized. There will continue to be an increase in office procedures as hospitals are becoming more critical care therefore increasing outpatient needs. Other representative trends were:

- I think physicians will be utilizing more Medical Assistants (MAs) and less RNs and LPNs. Possibly one LPN or RN to every three to four MAs--to avoid the high cost of RN and LPNs salaries (this is in the office/clinical setting--not hospital.)

- Increased government requirements and insurance regulations that will require more documentation. Reduced reimbursement for services. More sophisticated testing procedures and further specialization.

- See a need for a more precise coding for reimbursement, however, no Accredited Records Technician (ART) training available locally.

- Believe Certified Medical Assistant will be in great demand--an accredited program in this area would facilitate a number of physicians in this area.

- More stringent federal regulations limit physicians offices providing lab and X-ray services. Training in program areas would help to meet this demand.

Employee Upgrading of Skills. The respondents were asked if they were requiring their present employees to formally upgrade their skills and/or education level and how was this accomplished. Most respondents indicated the need for licensed personnel (i.e.: RNs, MLT, etc) to attend CEU seminars. Clerical staff needed to be updated on new regulations and procedures. Some offices were requiring lab personnel to become MLTs.

Program Offerings. The respondents were asked to indicate specific programs, courses, or seminars they would be interested in receiving. Frequently cited topics included:

Medical Terminology
Nursing CEU courses
X-ray Staff CEU courses
Limited Radiography License
CPR
Coding & Insurance Courses (i.e., CP-9(1)9 Coding)
Medical Assistant Courses
Specialized courses on a variety of Medical topics (i.e. gastroenterology)
Medical Transcription
Medical Ethics
Pharmacology
Mammography
Orthopedic Nursing
Medical Care Etiquette
Basic Computer Courses
COLA Regulations
AIDS
Basic Accounting

Comments. The following is a representative sample of respondent comments:

- We hope to be successful in recruiting more physicians to our practice, thereby creating openings for nursing and support staff. Very hard to project a good number for future openings.

- With only one physician in the office the RN does the lab work and I am the only office staff doing records, coding and transcribing, along with the regular office duties.

- Our office is looking to expand in the next year or sooner. Hopefully with a new building and another physician--this will change our projected opening

status.

- We have an X-ray technician who also performs lab work. I am the "full-time" secretary, office manager, insurance work, and lab assistant.

- It's too bad the Medical Assistants course is being phased out. They are a vital part of our team and commonwealth and the other private programs are way too costly for the majority of people to afford.

PHYSICIAN'S OFFICE PERSONNEL INSTRUMENT

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Eastern Iowa Community College District

Clinton • Muscatine • Scott

Black Hawk COLLEGE

(1-3)

PHYSICIANS' OFFICE/CLINIC SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs in the health care field. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

(4-5) 1. How many physicians are there presently in your office/clinic? _____

2. Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✔) the entry-level hourly salary range that applies to each employee category.

	Please List Number of Employees		Please check (✔) Entry Level Hourly Salary Range for each applicable catecory.									
	Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
NURSING:												
(6-8) Physician Assistant												
(9-11) Nurse Practitioner												
(12-16) Registered Nurse												
(17-21) Licensed Practical Nurse												
(22-24) Medical Assistant												
(25-27) Midwife												
PHYSICAL THERAPY:												
(28-30) Physical Therapist												
(31-33) Physical Therapy Assistant												
RADIOLOGY PROFESSIONAL SERVICES:												
(34-36) Radiological Technologist (4 yr)												
(37-39) Radiographer (2 yr)												
(40-42) Ultrasonography Technologist												
(43-45) Limited Practice Radiographer												

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		Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.									
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
	MEDICAL RECORDS PERSONNEL:												
46-48)	Registered Record Administrator												
49-51)	Accredited Record Technician												
52-54)	Coding Specialist												
55-57)	Medical Record Specialist												
58-60)	Medical Transcriptionist												
61-63)	Medical Secretary												
	CLINICAL LABORATORY PERSONNEL:												
64-66)	Medical Technologist												
67-69)	Medical Laboratory Technician												
1(1-3)	Medical Laboratory Assistant												
	RESPIRATORY THERAPY:												
4-6)	Limited Practice Respiratory Therapist												

3. Please indicate the total number of present and projected openings for full-time and part-time personnel. Projected openings include openings due to growth (new or additional positions), replacement (resulting from deaths, retirements, disabilities, or family responsibilities) and turnover (transfer to another occupation and migration out of labor market area).

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
	NURSING:								
7-14)	Physician Assistant								
15-22)	Nurse Practitioner								
23-30)	Registered Nurse								
31-38)	Licensed Practical Nurse								
39-46)	Medical Assistant								
47-54)	Midwife								
	PHYSICAL THERAPY:								
55-62)	Physical Therapist								
1-8)	Physical Therapy Assistant								
	RADIOLOGY PROFESSIONAL SERVICES:								
9-16)	Radiological Technologist (4 yr)								
17-24)	Radiographer (2 yr)								
25-32)	Ultrasonography Technologist								
33-40)	Limited Practice Radiographer								

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
	MEDICAL RECORDS PERSONNEL:								
41-48)	Registered Record Administrator								
49-56)	Accredited Record Technician								
57-64)	Coding Specialist								
65-72)	Medical Record Specialist								
V 1-8)	Medical Transcriptionist								
9-16)	Medical Secretary								
	CLINICAL LABORATORY PERSONNEL:								
17-24)	Medical Technologist								
25-32)	Medical Laboratory Technician								
33-40)	Medical Laboratory Assistant								
	RESPIRATORY THERAPY:								
41-48)	Limited Practice Respiratory Therapist								

4. Do you see any emerging trends in the health care field? If so, please describe these trends and their implications for your future personnel needs._____

49) 5. Are you requiring any of your present employees to formally upgrade their skills and/or educational levels?
1. Yes → If yes, please explain these requirements._____
2. No

6. The Eastern Iowa Community College District and Black Hawk College offer programs and continuing education credit in the health care field. What specific programs, courses or seminars might we offer to meet your employee training needs?_____

7. If your office is interested in learning more about training/educational services provided by the colleges, please indicate the name of the person whom we could contact._____

8. We welcome your comments._____

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801, or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265, in the envelope provided.

CHAPTER X

VETERINARY PERSONNEL ASSESSMENT

VETERINARY PERSONNEL OCCUPATIONS ASSESSMENT

The purpose of the veterinary personnel occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the veterinary field.

TARGET MARKETS

A total of 46 veterinary related businesses within the Merged Area IX district of Iowa and the Illinois Quad Cities were identified that were believed to be employing veterinary personnel.

SURVEY DESIGN

The survey instrument requested information on the following:

- the facility's present employees (number of full-time and part-time employees);
- the entry-level hourly wage paid to employees in each of the personnel classifications;
- immediate and projected employment needs through 1994 in each of the personnel classifications.

DATA COLLECTION, TABULATION, AND ANALYSIS

The surveys were mailed on August 8, 1991 to the 46 veterinary businesses in Eastern Iowa and the Illinois Quad Cities area. A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 18 surveys were returned; this represents 39% of the total population polled. All eighteen of the responses were considered valid for the purpose of this survey.

All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

RESULTS

The respondents were to list the number of full-time and part-time employees they employ in each personnel category. The "other" categories included: bookkeeper, clerical, groomer, kennel help, and receptionist. Table 1 lists the complete results.

Table 1

NUMBER OF CURRENT EMPLOYEES

	Full-time	Part-time	Total
Surgical Technician	4	4	8
Veterinary Assistant	14	13	27
Other	11	12	23

Entry-Level Salary. The respondents were asked to indicate an entry-level salary range for each employee category. An average wage was then computed from the results. Entry-level salaries varied from a low of $4.38 per hour for kennel help to $7.13 per hour for a groomer. Complete results are listed in Table 2.

Table 2

Entry-Level Salary

	Average Wage
Surgical Technician	$5.70
Veterinary Assistant	5.50
Bookkeeper	6.50
Clerical	5.13
Groomer	7.13
Kennel Help	4.38
Receptionist	5.70

Projected Employment Needs. The respondents were asked to indicate present and projected openings for full- and part-time personnel through 1994. The respondents indicated 35 openings for veterinary assistants through 1994. For complete results see Table 3.

Table 3

PROJECTED EMPLOYMENT NEEDS

	Aug-Dec 1991		1992		1993		1994		Total
	FT	PT	FT	PT	FT	PT	FT	PT	Openings
Surgical Technician	0	0	2	0	0	0	0	0	2
Veterinarian Assistant	7	5	7	3	5	3	5	0	35
Bookkeeper	0	0	0	0	0	0	0	0	0
Clerical	0	0	0	2	0	0	0	0	2
Groomer	0	0	0	1	0	0	0	0	1
Kennel Help	0	0	0	2	0	0	0	0	2
Receptionist	1	3	0	2	0	0	0	0	6

Emerging Trends. The respondents were asked to identify emerging trends in the veterinary field and their implications on future personnel needs. Respondents felt the trend was toward larger clinics with in-house capabilities for laboratory work. Clinics are also staying open more hours requiring more trained staff to provide quality care. It was felt there was a shortage of qualified veterinary technicians in this area.

Program Offerings. The respondents were asked to indicate specific programs, courses, or seminars they would be interested in receiving. Frequently cited topics included:

Phone Techniques
Receptionist Skills
Veterinary Technician Courses
Lab Technician Courses
Animal Restraint Courses
Treatment
Medication
Physical Pharmacology
Clinical Pathology
Surgery

Comments. The following is a representative sample of respondent comments:

- There is certainly plenty of room in the field of specialized veterinary medicine. Also, general practitioners like me who treat walk-ins in the door is as antiquated as a Model T Ford.

- Most of the veterinarian technician schools have closed down. Also most vet techs find out they can't afford to be a vet tech because the salary is so low. Unless you are married--it is hard to survive on $6.00 to make a living.

VETERINARY PERSONNEL INSTRUMENT

91

Eastern Iowa Community College District

Clinton • Muscatine • Scott

Black Hawk COLLEGE

(1-3)

VETERINARY SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs in the veterinary field. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

1. Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✓) the entry-level hourly salary range that applies to each employee category.

		Please List Number of Employees		Please check (✓) Entry Level Hourly Salary Range for each applicable category.								
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
4-6)	Surgical Technician												
7-9)	Veterinarian Assistant												
10-12)	Other (please specify)												
13-15)	Other (please specify)												

2. Please indicate the total number of present and projected openings for full-time and part-time personnel. Projected openings include openings due to growth (new or additional positions), replacement (resulting from deaths, retirements, disabilities, or family responsibilities) and turnover (transfer to another occupation and migration out of labor market area).

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
16-23)	Surgical Technician								
24-31)	Veterinarian Assistant								
32-39)	Other (please specify)								
40-47)	Other (please specify)								

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3. Do you see any emerging trends in the veterinary field? If so, please describe these trends and their implications for your future personnel needs.

4. The Eastern Iowa Community College District and Black Hawk College offer programs and continuing education credit in the health care field. What specific programs, courses or seminars might we offer to meet your employee training needs?

5. If your office is interested in learning more about training/educational services provided by the colleges, please indicate the name of the person whom we could contact.

6. We welcome your comments.

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801, or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265, in the envelope provided.

CHAPTER XI

WEIGHT CONTROL PERSONNEL ASSESSMENT

WEIGHT CONTROL PERSONNEL OCCUPATIONS ASSESSMENT

The purpose of the weight control service personnel occupations assessment was to obtain information regarding number and type of personnel employed, immediate and projected personnel needs, educational needs, and emerging trends in the weight control service field.

TARGET MARKETS

A total of 25 weight control services related businesses within the Merged Area IX district of Iowa and the Illinois Quad Cities were identified that were believed to be employing weight personnel.

SURVEY DESIGN

The survey instrument requested information on the following:

- the facility's present employees (number of full-time and part-time employees);
- the entry-level hourly wage paid to employees in each of the personnel classifications;
- immediate and projected employment needs through 1994 in each of the personnel classifications.

DATA COLLECTION, TABULATION, AND ANALYSIS

The surveys were mailed on August 8, 1991 to the 25 weight control services in Eastern Iowa and the Illinois Quad Cities area. A second copy of the survey was mailed on September 3, 1991 to those who did not respond before the stated deadline. A total of 3 surveys were returned; this represents 12% of the total population polled. All three of the responses were considered valid for the purpose of this survey.

All surveys were tabulated and analyzed using the Statistical Package for the Social Sciences (SPSS).

RESULTS

The respondents were to list the number of full-time and part-time employees they employ in each personnel category. Table 1 lists the complete results.

Table 1

NUMBER OF CURRENT EMPLOYEES

	Full-time	Part-time	Total
Registered Nurse	2	3	5
Dietician	1	0	1
Nutritionist	1	0	1
Other	2	0	2

Entry-Level Salary. The respondents were asked to indicate an entry-level salary range for each employee category. An average wage was then computed from the results. Entry-level salaries varied from a low of $7.63 per hour for nutritionists to $12.50 per hour for registered nurses. Complete results are listed in Table 2.

Table 2

Entry-Level Salary

	Average Wage
Registered Nurse	$12.50
Dietician	8.63
Nutritionist	7.63

Projected Employment Needs. The respondents were asked to indicate present and projected openings for full- and part-time personnel through 1994. The three respondents indicated no job openings in any of the categories through 1994.

Emerging Trends. The respondents were asked to identify emerging trends in the weight control field and their implications on future personnel needs. The respondents indicated that "people need a balanced program with emphasis on the four basic food groups and with emphasis on behavior modification. They need to learn to eat right." Respondents stated the need to focus on obesity as long-term treatment. In the future, respondents stated there would be a growing need for behavioral counselors and nutritionists in the weight control services field.

Program Offerings. The respondents were asked to indicate specific programs, courses, or seminars they would be interested in receiving. Frequently cited topics included:

Eating Disorders
Various psychological topics
Motivational Training

WEIGHT CONTROL PERSONNEL INSTRUMENT

Eastern Iowa Community College District

Clinton • Muscatine • Scott

Black Hawk COLLEGE

(1-3)

WEIGHT CONTROL SERVICE SURVEY

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs in the field of weight control. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of institutions replying will not be released. We appreciate the time you will take to complete this survey.

1. Please list the number of full-time and part-time personnel in each of the following categories. In addition, please check (✔) the entry-level hourly salary range that applies to each employee category.

		Please List Number of Employees		Please check (✔) Entry Level Hourly Salary Range for each applicable category.									
		Full Time	Part Time	Below $4.25	$4.25-4.99	$5.00-5.99	$6.00-6.99	$7.00-7.99	$8.00-8.99	$9.00-9.99	$10.00-10.99	$11.00-11.99	Above $12.00
4-6)	Registered Nurse												
7-9)	Licensed Practical Nurse												
10-12)	Dietician												
13-15)	Nutritionist												
16-18)	Exercise Physiologist												
19-21)	Other (please specify)												

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2. Please indicate the total number of present and projected openings for full-time and part-time personnel. Projected openings include openings due to growth (new or additional positions), replacement (resulting from deaths, retirements, disabilities, or family responsibilities) and turnover (transfer to another occupation and migration out of labor market area).

		Number of Openings							
		Present-Dec. 1991		1992		1993		1994	
		Full Time	Part Time	Full time	Part Time	Full Time	Part Time	Full Time	Part Time
22-29)	Registered Nurse								
30-37)	Licensed Practical Nurse								
38-45)	Dietician								
46-53)	Nutritionist								
54-61)	Exercise Physiologist								
62-69)	Other (please specify) _____								

3. Do you see any emerging trends in the field of weight control? If so, please describe these trends and their implications for your future personnel needs._____

_____

_____

_____

4. The Eastern Iowa Community College District and Black Hawk College offer programs and continuing education credit in the health care field. What specific programs, courses or seminars might we offer to meet your employee training needs?_____

_____

_____

5. If your office is interested in learning more about training/educational services provided by the colleges, please indicate the name of the person whom we could contact._____

_____

6. We welcome your comments._____

_____

_____

100

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801, or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265, in the envelope provided.

CHAPTER XII

CERTIFIED/LICENSED HEALTH OCCUPATION PROFESSIONALS ASSESSMENT

CERTIFIED/LICENSED HEALTH OCCUPATION PROFESSIONALS ASSESSMENT

The purpose of this survey was to gather information from all currently licensed health professionals (excluding medical doctors and chiropractors) regarding their employment status and educational needs. The information requested can be categorized into three area:

1. Respondent data regarding certification type, county of residence, age, sex, etc.

2. Current employment status data, including hourly wage information and perceptions of adequacy of preparation in a chosen health field.

3. Potential future employment interests, and those educational/training needs essential to present position upgrading.

This survey represents the final phase of an eleven-part effort to assess the educational needs of health professionals in the EICCD service area.

TARGET MARKET

The target market to receive the survey was identified through the joint efforts of educators from both Community education and the campus-based credit health programs. A list of various nursing personnel was obtained from the Iowa Board of Nursing. Lists of past graduates of the Medical Laboratory Technology and Radiologic Technology programs were generated by instructors of the programs. Nursing Home Administrators and Emergency Medical Technicians were identified through their past association with EICCD's Community Education offerings.

After duplications were eliminated from the mailing lists, the final target population totalled 4485.

SURVEY DESIGN

The survey was divided into the three major sections:

The first section addressed the type of certification/ licensure held.

The second section addressed the respondent's present employment status, future employment interests, and projected educational/training needs.

The final section dealt with descriptive/demographic data including the type of certification held, age, sex, county of residence, etc.

DATA COLLECTION, TABULATION, AND ANALYSIS

The target population of 4485 received a single mailing of the survey instrument accompanied by a cover letter and return envelope. 1123 surveys were returned, reflecting a rate of approximately 25%.

The collected data was then tabulated using the Statistical Package for the Social Sciences (SPSS). These data can be provided by specific occupational field. If interested in a specific field, please contact the DOAAP for results.

CERTIFIED/LICENSED HEALTH CARE PROFESSIONALS

Type of Certification. The 1123 respondents indicated the type of certification they are presently holding. Approximately 67% are Registered Nurses (RN), 12% are Licensed Practical Nurses (LPN), 10% are Emergency Medical Technicians-Advanced (EMT-A), 5% are Dental Assistants and 4% are First Responders. Respondents could indicate more than one type of certification/licensure. The complete results can be found in Table 1. Many of the respondents held certification in both Iowa and Illinois.

TABLE I

HEALTH OCCUPATIONS SURVEY RESULTS

	Total	CERTIFICATION			WORKING IN FIELD OF CERTIFICATION
		IOWA	ILLINOIS	NATIONAL	
NURSING	893				
Registered Nurse	748	743	174	19	473
Licensed Practical Nurse	148	148	15	0	84
Nursing Assistant/Aide	11	10	2	0	4
Nurse Anesthetist	2	1	0	2	1
Nurse Practitioner	13	11	0	6	7
Nursing Department Head	20	18	1	1	13
Nursing Home Administrator	4	4	1	1	2
Surgical Technician	2	1	0	1	0
Certified Medical Assistant (CMA)	7	6	0	1	5
Physician Assistant	1	1	0	0	0
Midwife	1	1	0	0	0
TOTAL		944	193	31	589
OCCUPATIONAL THERAPY	0				
Occupational Therapist		0	0	0	0
Occupational Therapy Assistant		0	0	0	0
TOTAL		0	0	0	0

	Total	CERTIFICATION			WORKING IN FIELD OF CERTIFICATION
		IOWA	ILLINOIS	NATIONAL	
PHYSICAL THERAPY	0				
Physical Therapist		0	0	0	0
Physical Therapy Assistant		0	0	0	0
Physical Therapy Aide/Technician		0	0	0	0
TOTAL		0	0	0	0
RADIOLOGY PROFESSIONAL SERVICES	7				
Radiographer	7	6	0	1	4
TOTAL		6	0	1	4
MEDICAL RECORDS PERSONNEL	0				
Registered Record Administrator		0	0	0	0
Accredited Record Technician		0	0	0	0
Medical Record Specialist		0	0	0	0
TOTAL		0	0	0	0
CLINICAL LABORATORY PERSONNEL	6				
Medical Laboratory Technician (MLT)	6	3	0	4	5
RESPIRATORY THERAPY	3				
Respiratory Therapist	2	2	0	0	2
Respiratory Therapist Technician	1	1	0	1	0
Limited Practice Respiratory Therapist	0	0	0	0	0
TOTAL		3	0	1	2
FOOD SERVICE PERSONNEL	0				
Registered Dietician		0	0	0	0
DENTISTRY	57				
Dental Assistant	0	0	0	0	0
Dental Hygienist	57	57	20	12	47
TOTAL		57	20	12	47
EMERGENCY MEDICAL PERSONNEL	180				
First Responder	49	47	0	2	19
EMT-A	107	103	10	7	57
EMT-I	29	29	1	1	19
EMT-Paramedic	13	11	5	5	11
TOTAL		190	16	15	106

Level of Education. Respondents were asked to indicate the highest level of formal education achieved. The majority of respondents had achieved a post-secondary diploma or higher. The "other" category included such responses as: 6 month EMT-I, 6 month EMT-A and 3 year diploma. For complete results see Table 2.

TABLE 2
HIGHEST LEVEL OF FORMAL EDUCATION

	Number	Percent
High school diploma/GED	89	7.9
Post-secondary certificate	39	3.5
Post-secondary diploma	222	19.8
2-year Associate's degree	267	23.8
4-year Bachelor's degree	271	24.1
Master's degree or higher	50	4.5
Other	122	10.9
No Response	63	5.6
Total	1123	100.0

Year initially Licensed/Certified. Respondents were asked to indicate the year they were first licensed/certified in a health profession. The range of years indicating first licensure/certification were from 1926 through 1991. The median year for first licensure/certification was 1975.

Go "Inactive". The respondents, if an RN or LPN, were asked to indicate if they were planning to go "inactive" before December 31, 1991. Only two percent (23) of the RN and LPN respondents indicated they would go inactive by this time period.

Plan to Leave Work Force. Respondents were asked to indicate when they planned to leave the workforce. The majority (68.7%) of respondents do not plan to leave the workforce within the next ten years. For complete results see Table 3.

TABLE 3
PLAN TO LEAVE WORK FORCE

	Number	Percent
1-2 years	42	3.7
3-5 years	87	7.7
6-10 years	133	11.8
Over 10 years	771	68.7
No Response	90	8.0
Total	1123	100.0

Current Employment Status. Respondents were asked to indicate their current employment status. Almost 60% indicated that they were employed full-time; 28% indicated being employed part-time. The "other" category indicated such responses as: retired, on-call, infrequent substitute, volunteer and weekend option.

TABLE 4
CURRENT EMPLOYMENT STATUS

	Number	Percent
Full-time (33 or more hours/wk)	673	59.9
Part-time (less than 33 hours/wk)	315	28.0
Unemployed/looking for a job	21	1.9
Unemployed/not looking for a job	47	4.2
Other	46	4.1
No Response	21	1.9
Total	1123	100.0

Working Part-time. Of those 21 respondents who indicated they were working part-time, 75.2% do so by preference. Only one percent of the respondents indicated that they cannot find a full-time position. Responses in the "other" category included: on call, time share position, and full-time student. For complete results see Table 5.

TABLE 5
REASON FOR WORKING PART-TIME

	Number	Percent
Prefer working part-time	237	75.2
Employer reduced hours	10	3.2
Can't find full-time job	3	1.0
Personal circumstances	38	12.1
Other	18	5.7
No Response	9	2.9
Total	315	100.0

Reason for Unemployment. Of those respondents who stated they were unemployed or looking for work, one third cited lack of available jobs in their field. 28.6% of the respondents stated that the hours conflicted with commitments. Reasons in the "other" category included: unhappy with offices I've interviewed at, looking for non-traditional nurse position and career change. For complete results see Table 6

TABLE 6
REASON FOR UNEMPLOYMENT

	Number	Percent
Jobs in field not available	7	33.3
Unprepared for available jobs	2	9.5
Hours conflict with commitments	6	28.6
Unable to relocate	1	4.8
Other	8	38.1

Multiple responses to this item were allowed.

Principal Work Setting. The respondents were asked to indicate their principal work setting. The majority of the respondents (40.9%) indicated a hospital as their principal work setting while 13% indicated long-term health care facility. The "other" category included answers such as proprietary school, industry, pharmacy, sales, funeral home, health club, Head Start, and home health care. For complete results see Table 7.

TABLE 7
PRINCIPAL WORK SETTING

	Number	Percent
Hospital	404	40.9
Long-term health care facility	128	13.0
School health office	30	3.0
Public health agency	23	2.3
Visiting nurses association	25	2.5
Physician's office	92	9.3
Clinic	34	3.4
Church	1	.1
College/University (teaching)	21	2.1
Temporary health care agency	3	.3
Insurance company	1	.1
Other	129	13.1
No Response	97	9.8
Total	988	100.0

County of Work. Respondents were asked to indicate the county in which they primarily work. The majority of respondents (42.8%) indicated working in Scott County. The "other" category included such responses as: all over the U.S., consult throughout the state; Dubuque, Iowa, Johnson, Washington, Jones counties in Iowa; and Whiteside and Linn counties in Illinois. For complete results see Table 8.

TABLE 8
COUNTY OF WORK

	Number	Percent
Scott, IA	481	42.8
Cedar, IA	36	3.2
Clinton, IA	169	15.1
Jackson, IA	60	5.4
Johnson, IA	35	3.1
Louisa, IA	25	2.2
Muscatine, IA	94	8.4
Rock Island, IL	54	4.8
Other	24	2.1
No Response	145	12.9
Total	1123	100.0

Current Hourly Wage. Respondents were asked to indicate their current hourly wage. The mean current hourly wage by category can be found in Table 9.

TABLE 9
MEAN CURRENT HOURLY WAGE

Category	Current Hourly Wage
Nursing Personnel (n=743)	$12.69
Respiratory Therapy Personnel (n=2)	11.92
Dental Personnel (n=47)	15.00
Emergency Medical Personnel (n=102)	10.16
Radiographers (n=7)	7.50
Medical Laboratory Technician (n=6)	8.67

The nursing and EMS categories have been further broken down by specific job titles. For complete results see Tables 10 and 11.

TABLE 10

NURSING PERSONNEL

CURRENT HOURLY WAGE

	Below $5.00	$5.00-$7.99	$8.00-$10.99	$11.00-$13.99	$14.99-$16.99	$17.00-$19.99	$20.00-$22.99	$23.00-$25.99	$26.00-$28.99	$29.00-HI
Registered Nurse (n=437)	5	4	64	165	158	28	7	5	1	0
Licensed Prac. Nurse (n=78)	1	13	56	8	0	0	0	0	0	0
Nursing Assistant (n=4)	0	3	0	1	0	0	0	0	0	0
Nurse Anesthetist (n=1)	0	0	0	0	0	0	0	1	0	0
Nurse Practitioner (n=7)	0	0	0	2	2	2	1	0	0	0
Nursing Dept. Head (n=10)	0	0	0	2	3	3	1	1	0	0
Nursing Home Adm (n=2)	0	0	0	0	0	2	0	0	0	0
Certified Med. Assistant (n=4)	0	3	0	0	0	0	0	0	0	1
Total	6	23	120	178	163	35	9	7	1	1

TABLE 11
EMERGENCY MEDICAL PERSONNEL
CURRENT HOURLY WAGE

	Below $5.00	$5.00-7.99	$8.00-10.99	$11.00-13.99	$14.00-16.99	$17.00-19.99
FIRST RESPONDER	1	2	4	3	2	0
EMT-A	2	9	13	7	4	0
EMT-I	1	3	7	1	0	1
PARAMEDIC	0	1	3	2	2	0
TOTAL	4	15	27	13	8	1

Educational Preparation. Respondents were asked to rate their educational preparation for their current job. The majority (70.1%) indicated they were adequately prepared. Over ten percent of the respondents (113) felt they were underprepared for their current job. Complete results can be found in Table 12.

TABLE 12
RATING OF EDUCATIONAL PREPARATION FOR CURRENT JOB

	Number	Percent
Did not receive educational preparation	25	2.2
Adequate	787	70.1
Overprepared	49	4.4
Underprepared	113	10.1
No Response	149	13.3
Total	1123	100.0

Areas of Underpreparedness. The individuals who responded that they were inadequately prepared for their current job, were asked to indicate the specific areas for which they were underprepared. Almost half (49.6%) indicated under-preparedness in use of computers and over one third indicated a lack of technical (35.4%) and supervisory (38.1%) skills. The "other" category included: OSHA/HAZMAT/Right-to-Know, working with handicapped, accounting/bookkeeping, epidemiology, IV therapy, contract knowledge, rehabilitation knowledge, new drugs, and organizational skills. For complete results see Table 13.

TABLE 13
AREA(S) IN WHICH UNDERPREPARED

	Number	Percent
Knowledge	30	26.5
Technical skills	40	35.4
Supervisory skills	43	38.1
Administrative skills	28	24.8
Record keeping skills	32	2.8
Human relations skills	10	8.8
Use of new medical technologies	20	17.7
Use of computers	56	49.6
Other	8	7.1

Multiple responses to this item were allowed.

Interest in Health Related Fields. The respondents were asked to indicate an interest in specific health-related fields. Over a quarter of the respondents indicated interest in the areas of health promotion and wellness (32.3%), school health (26.4%), and teaching (25.6%). Responses representative of the "other" category include: substance abuse, chiropractic, mental health, dental health, ethics, hospice, AIDS, law, abuse prevention, pharmaceuticals, quality management, OB/GYN, pediatrics, physician assisting, and medical records. For complete results see Table 14.

TABLE 14
INTEREST IN HEALTH-RELATED FIELDS

	Number	Percent
School health	296	26.4
Industrial health	146	13.0
Public health	223	19.9
Home health care	195	17.4
Geriatrics	230	20.5
Teaching	287	25.6
Health promotion and wellness	363	32.3
Child day care	91	8.1
Elderly day care	105	9.3
Medical-related sales	129	11.5
Medical-related management information systems	136	12.1
Insurance companies	104	9.3
Recreation	93	8.3
Other	66	5.9
No interest	144	12.8

Types of Continuing Education Courses. The respondents were asked to indicate the types of continuing education they had taken. Only 12 individuals (1.1%) had not taken any continuing education courses. For complete results see Table 15.

TABLE 15
TYPE(S) OF CONTINUING EDUCATION COURSE TAKEN

	Number	Percent
None	12	1.1
Credit	463	41.2
Non-credit	90	8.0
Both credit and non-credit	540	48.1
No Response	18	1.6
Total	1123	100.0

Reasons for Taking Continuing Education. The majority of respondents (95.2%) indicated taking continuing education courses to maintain certification/licensure. Over two-thirds (70.8%) of the respondents indicated taking continuing education courses for personal/professional development. For complete results see Table 16.

TABLE 16
REASON FOR TAKING CONTINUING EDUCATION COURSES

	Number	Percent
Do not take continuing education courses	4	0.4
To maintain certification/licensure	1041	95.2
To obtain employment	43	3.9
To obtain certification in a specialty area	155	14.2
To maintain employment in organization	230	21.0
To change employment to another area in the health professions	25	2.3
Personal/professional development	774	70.8
Other reasons	20	1.9

Multiple responses were allowed to this item.

Awareness of Courses. The majority of respondents (91.5%) were aware that the EICCD offers continuing education credit in the health-care field.

Types of Courses. Respondents were asked to indicate the type of courses, seminars, workshops, etc. they would be interested in taking. These topics are listed in Table 17.

Table 17
TYPES OF COURSES

Management Related
Administration & Management
Computer courses
Health care financial management
Health care mandating
Hospital & Health Administration
Human Relations Skills
Insurance verification & procedures
Leadership
Legalities
Malpractice/liability
Medical sales
Opthalmology-Administration
Patient Rights
Professional issues
Public health
Risk Assessment
Safety
Spanish
Stress reduction
Time management
Total Quality Management
Wellness

Health Related
Addiction & Recovery
Death & Dying
Eating disorders
Handling rape victims
Mental Health
Pain management
Postpartum Depression
Dealing with emotionally or physically handicapped
Protection of health care workers
Sign language
Lab values
Research & data collection
Court procedures
Nurse practitioner program
BSN completion
Graduate level nursing courses
Advanced Cardiac Life Support

Health Related cont.
AIDS
Alzheimers
Ambulatory care
Anatomy/Physiology review
Anesthesia
Basic industrial hygiene
Burn care
Chronic Obstructive Pulmonary Disease
Critical care
Dermatology subjects
Diabetes updates
Drug updates
Emergency
Endocrinology
Enterostomal therapy
Fetal Alcohol Syndrome
Geriatric courses
GI procedures
Head injuries
Immunology
Infection control
Interpreting EKGs
IV Therapy
Laser surgical techniques
Maternal-child health
Neonatal care
New medicines
Nutrition
Obstetrics
Occupational Therapy
Oncology
Orthopedics
Overall Nursing
Pediatrics
Psychopharmacology/elderly
Physical Assessment
Physical therapy
Pulmonology
Radiology
Sexually Transmitted Diseases
Spinal cord injuries
Sports Medicine
Transplant/donor seminar
Urology
Virology
Women's Health issues
New procedures in laparoscopic, cholecystectomy & colon resections

Types of Educational Programs. The respondents were asked to indicate the types of educational programs they would be interested in pursuing. Greater than half (50.4%) were interested in credit courses and 41.6% were interested in completing a Bachelor's degree or higher degree. For complete results see Table 18.

TABLE 18

TYPE(S) OF EDUCATIONAL PROGRAM(S)

	Number	Percent
Not interested	196	17.5
Non-credit continuing education courses	213	19.0
Credit courses	566	50.4
Completion of a credit certificate program of less than one year	50	4.5
Completion of a credit diploma program of one but less than two years	18	1.6
Completion of a credit program leading to an Associate's degree	58	5.2
Completion of a credit program leading to a Bachelor's degree	233	24.9
Completion of a Master's degree or higher	187	16.7

Multiple responses to this item were allowed.

Health Related Degree. 34% of the respondents were interested in pursing an educational program in a health related program. Types of health-related programs cited by the respondents included: BSN, MSN, MBS, BA, BS, exercise physiology, hospital administration, gerontology, OB/GYN Nurse practitioner, Psychiatric Nursing, Infection Control certification, Risk Management certification, PhD in Nursing, Physical Therapy, Medical Technology, Physician Assistant, Dental Hygiene, Industrial Hygiene, Occupational Therapy, EMS-related certifications, Emergency Response, Agricultural safety, and Air Care and Rescue.

Employer Incentives. Almost two-thirds (62.3%) of the respondents indicated that their employer provided incentives for employees to upgrade their skills or take coursework. Of these respondents, the majority (57.6%) cited partial tuition reimbursement as a type of incentive. For complete results see Table 19.

TABLE 19
TYPE OF INCENTIVES

	Number	Percent
Full reimbursement of tuition	188	26.6
Partial reimbursement of tuition	403	57.6
Release time during work hours	197	28.1
Flexible scheduling of work hours	329	47.0
Pay increases	112	16.0
Job advancement considerations	155	22.1
Other	17	2.4

Multiple responses to this item were allowed.

Needed Assistance. Nearly half (45.8%) of the respondents indicated that they did not need any assistance to enroll in continuing education courses. A third of the respondents (32.5%) indicated needing financial aid. Types of assistance listed in the "other" category included: family support, time management, flexible scheduling, decreased work time, employer support, and convenient hours. For complete results see Table 20.

TABLE 20
NEEDED ASSISTANCE

	Number	Percent
None	518	46.1
Financial Aid	365	32.5
Career Counseling	123	11.0
Child care	121	10.8
Transportation	20	1.8
Basic academic skill development	105	9.3
Peer support	78	6.9
Other	39	3.5

Multiple responses to this item were allowed.

Class/Workshop Times. Respondents were asked to indicate the days and times they would be able to attend classes and workshops. The majority (69.5%) of respondents indicated a preference for weekday evenings; 46.5% indicated a preference for Saturdays. Items cited in the "other" category include: every other weekend, all day workshops, summer classes, winter classes, and Wednesdays. For complete results see Table 21.

TABLE 21
WHEN ABLE TO ATTEND

	Number	Percent
Weekdays:		
Morning	385	34.3
Afternoon	329	29.3
Evening	781	69.5
Weekends:		
Friday evening	276	24.6
Saturday	519	46.2
Sunday	246	21.9
Other	51	4.5

Multiple responses to this item were allowed.

Considered College. Respondents were asked to indicate the college(s) they would consider attending to continue their education. 42.9% of the respondents indicated Scott Community college; 17.4% indicated Clinton Community College and 15% indicated Muscatine Community College. Reasons cited for not considering the listed colleges included: can't provide higher level or graduate courses; no appropriate offerings; not a compatible curriculum; too far to commute; and poor management. For complete results see Table 22.

TABLE 22
CONSIDERED COLLEGE

	Number	Percent
Do not plan to continue education	258	23.0
Black Hawk College	131	11.7
Clinton Community College	195	17.4
Muscatine Community College	168	15.0
Scott Community College	482	42.9
None of the above colleges	130	11.6

Multiple responses to this item were allowed.

Demographics of Respondents. Respondents were asked to indicate their gender, age, marital status, number of dependents, and if they are the primary source of their family's income. The results are shown in Tables 23 through 27.

TABLE 23
GENDER

	Number	Percent
Male	126	11.2
Female	985	87.7
No Response	12	1.1
Total	1123	100.0

TABLE 24
AGE

	Number	Percent
Under 25	31	2.8
26-35	275	24.5
36-45	411	36.6
46-55	259	23.1
56-65	111	9.9
Over 65	27	2.4
No Response	9	.8
Total	1123	100.0

TABLE 25
MARITAL STATUS

	Number	Percent
Single	206	18.3
Married	903	80.4
No Response	14	1.2
Total	1123	100.0

TABLE 26
NUMBER OF DEPENDENTS

	Number	Percent
None	351	31.3
1	189	16.8
2	300	26.7
3	170	15.1
4	69	6.1
5	19	1.7
6	9	.8
7	2	.2
No Response	14	1.2
Total	1123	100.0

TABLE 27
PRIMARY SOURCE OF FAMILY'S INCOME

	Number	Percent
Yes	400	35.6
No	711	63.3
No Response	12	1.1
Total	1123	100.0

Representative Comments:

A representative sampling of comments written by the respondents follow:

- I would appreciate a program developed with an institution to obtain a bachelor's degree.

- Not enough material or classes available for mentally retarded or physical handicapped (i.e. CP. MD. Autistic); Behavior programming.

- I would like to see SCC offer a BS program. We need to be able to afford higher education. Our only choice now are private expensive schools.

- I don't like being on a class waiting list with persons who have been pittling around 4-5 years for a 1-year course that they never seem to finish.

- I think you do a fine job of offering a variety of classes to meet EMT personnel.

- I feel there is a major demand for Emergency Rescue Technician course in the Clinton area.

- Could some classwork be taken by correspondence with tests and clinicals flexibly scheduled? (Paramedic interest.)

- An AA in Fire Science program would be filled I'm sure.

- As volunteers we need courses to be convenient. The time commitment for taking courses for certification or any other reason is usually very great and volunteers are reluctant to strain this time commitment by driving 30-45 minutes to class. Have instructors come to us.

- Scott College charges "out-of-state" RN's more for CEU classes, even though we work full-time in Iowa and are licensed in the state of Iowa. I will not consider their CEU classes until this policy is changed.

- Would love to see SCC have BSN completion courses.

- I would like to see you act as a satellite center for universities for taking upper division course work.

- Several alternatives are needed other than a BSN for nurses. Nurses are involved in other areas of employment besides the clinical aspect.

- There is nothing pertaining to mental health--not even in my field--or jobs listed. Isn't mental health a part of our total person too?

- Being in the health field I would like to see emphasis in areas we are seeing a demand in: pharmacy, physical therapy, speech therapy and occupational therapy.

- Education on AIDS.

- We need more affordable BSN completion programs in the area. Marycrest is much too expensive for working parents to attend who are also supporting a family and have children who will be in college soon.

- The community colleges in this area need to have a two-year dental hygiene program available. There are none in the Quad City area. There is a shortage of dental hygienists nationwide--also dental assistants.

- Thank you for asking our needs. The nearest degree program for midwifes is Chicago or Minneapolis--would like to see one closer.

- We need advance degrees in health care in this area.

- BSN completer course. I can't afford it, not at $300+ per credit hour.

- There are too many "roadblocks" for completer BSN program in the Iowa setting--UNI is the only feasible alternative.

- I currently take courses at U.M.C. only because they have morning classes.

- Develop an accredited program for experienced RNs--over 20 years employment--that is economical and you'll have many, many students.

- I think a home study or TV video program to complete a Bachelor's degree for those of us working who have a 2-3 year diploma would be wonderful--familiar to college of St. Francis of Joliet, Illinois program.

- It's going to be interesting when the nursing shortage hits Iowa severely as it's touched Chicago, Minneapolis, Omaha, etc.

- Would like to see BSN completion course with affordable classes; more financial assistance.

- Correspondence courses for BSN.

- You could make it easier to return to college by offering advanced placement (like *Kirkwood) and getting rid of your five-year minimum to return to courses and having to repeat the LPN or CLEP out (sic).

- How about variable entry-exit courses in health fields. Video, tests, drop in skill tests, etc.

- I am currently enrolled in a BS program sponsored by St. Francis. They offer BS degree in Health Arts in Davenport.

- Home study with a once a month 3-4 hour meeting would be a good way to get my BSN and work toward MSN-MBA.

- I believe there are enough RN nurses with ADN or a diploma who would be very interested in completion of BSN at community colleges to warrant a class/classes from four-year school to be held locally.

CERTIFIED HEALTH PRACTITIONER INSTRUMENT

CLINTON COMMUNITY COLLEGE
SCOTT COMMUNITY COLLEGE
MUSCATINE COMMUNITY COLLEGE

EASTERN IOWA COMMUNITY COLLEGE DISTRICT

306 West River Drive • Davenport, Iowa 52801-1221 • (319) 322-5015

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August 29, 1991

Dear Health Care Professional:

The Eastern Iowa Community College District strives to offer quality educational programs to all students. Our programs are carefully designed to meet both the needs of our students and those of the job market.

We are currently working on a joint project with Black Hawk College in Moline, Illinois in conducting a multifaceted assessment of the health care industry in Eastern Iowa and Western Illinois. Your responses to this survey will assist both institutions in obtaining a more complete employment picture of the health care industry and will be a valuable contribution in determining the need for additional health-related programs.

When completing this survey, please use a No. 2 pencil only, fill in the circles completely, and do not make any stray marks on the form.

Thank you for your time in completing this survey. Input from employers is a most valuable resource in the continual improvement of our educational offerings. Please return the completed survey in the enclosed envelope by September 8 1991.

If you have any questions regarding this survey, please contact Ellen Kabat or Cindy Lake at (319) 322-5015.

Sincerely,

John T. Blong
Chancellor

JTB/llr
Enclosures

EASTERN IOWA COMMUNITY COLLEGE DISTRICT

HEALTH OCCUPATIONS SURVEY

Black Hawk College

The purpose of this survey is to assist the Eastern Iowa Community College District and Black Hawk College in gathering information about employment trends and educational needs in the health care field. Your answers will provide direction to our future programming efforts. All responses are confidential, and the names of individuals replying will not be released. We appreciate the time you will take to complete this survey.

CORRECT MARK ●

INCORRECT MARKS ⊘ ⊗ ⊙ ◒

1. Please indicate the field(s) of certification/licensure you currently hold by filling in the appropriate circles(s). In addition, please indicate the field(s) of certification/licensure in which you are currently working by filling in the appropriate circle.

	CERTIFICATION			WORKING IN FIELD OF CERTIFICATION
	IOWA	ILLINOIS	NATIONAL	
NURSING:				
1. Registered Nurse	○	○	○	○
2. Licensed Practical Nurse	○	○	○	○
3. Nursing Assistant/Aide	○	○	○	○
4. Nurse Anesthetist	○	○	○	○
5. Nurse Practitioner	○	○	○	○
6. Nursing Department Head	○	○	○	○
7. Nursing Home Administrator	○	○	○	○
8. Surgical Technician	○	○	○	○
9. Certified Medical Assistant (CMA)	○	○	○	○
10. Physician Assistant	○	○	○	○
11. Midwife	○	○	○	○
OCCUPATIONAL THERAPY:				
12. Occupational Therapist	○	○	○	○
13. Occupational Therapy Assistant	○	○	○	○
PHYSICAL THERAPY:				
14. Physical Therapist	○	○	○	○
15. Physical Therapy Assistant	○	○	○	○
16. Physical Therapy Aide/Technician	○	○	○	○
RADIOLOGY PROFESSIONAL SERVICES:				
17. Radiographer (2 yr)	○	○	○	○
MEDICAL RECORDS PERSONNEL:				
18. Registered Record Administrator	○	○	○	○
19. Accredited Record Technician	○	○	○	○
20. Medical Record Specialist	○	○	○	○
CLINICAL LABORATORY PERSONNEL:				
21. Medical Laboratory Technician (MLT)	○	○	○	○
RESPIRATORY THERAPY:				
22. Respiratory Therapist	○	○	○	○
23. Respiratory Therapist Technician	○	○	○	○
24. Limited Practice Respiratory Therapist	○	○	○	○
FOOD SERVICE PERSONNEL:				
25. Registered Dietician	○	○	○	○
DENTISTRY:				
26. Dental Assistant	○	○	○	○
27. Dental Hygienist	○	○	○	○
EMERGENCY MEDICAL PERSONNEL:				
28. First Responder	○	○	○	○
29. EMT-A	○	○	○	○
30. EMT-I	○	○	○	○
31. EMT-Paramedic	○	○	○	○

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2. What is the highest level of formal education you have achieved? *(Mark one)*
   - ○ High school diploma/GED
   - ○ Post-secondary certificate
   - ○ Post-secondary diploma
   - ○ 2-year Associate's degree
   - ○ 4-year Bachelor's degree
   - ○ Master's degree or higher
   - ○ Other (Please specify)

3. In what year were you first licensed/certified in a health profession? 19 ☐☐

4. If you are an RN or LPN, are you planning to go "inactive" before December 31, 1991? *(Mark one)*
   - ○ Yes
   - ○ No
   - ○ I am not an RN or LPN

5. When do you plan to leave the work force? *(Mark one)*
   - ○ 1-2 years
   - ○ 3-5 years
   - ○ 6-10 years
   - ○ Over 10 years

6. What is your current employment status? *(Mark one)*
   - ○ Full time (33 or more hours/wk.)
   - ○ Part time (less than 33 hours/wk.)
   - ○ Unemployed/looking for a job
   - ○ Unemployed/not looking for a job
   - ○ Other (Please specify)

7. **Answer this item only if you are working part time:** Are you working part time primarily because...
   - ○ I prefer working part time
   - ○ My employer reduced my hours
   - ○ I can't find a full-time job
   - ○ Personal circumstances won't permit full-time employment
   - ○ Other (Please specify)

8. **Answer this item only if you are unemployed and looking for work:** For what reasons have you been unable to obtain employment? *(Mark all that apply)*
   - ○ Jobs in my field are not available
   - ○ I am unprepared for the available jobs
   - ○ The hours available conflict with my personal/family commitments
   - ○ A job was available but I was unable to relocate
   - ○ Other (Please specify)

If you are employed in the field of your certification or in another health field, please respond to questions 9-12. If not, please skip to Question 14.

9. What is your principal work setting? *(Mark one)*
   - ○ Hospital
   - ○ Long-term health care facility
   - ○ School health office
   - ○ Public health agency
   - ○ Visiting nurses association
   - ○ Physician's office
   - ○ Clinic
   - ○ Church
   - ○ College/University (teaching)
   - ○ Temporary health care agency
   - ○ Employment agency
   - ○ Insurance company
   - ○ Other (Please specify)

10. In what county do you primarily work? *(Mark one)*
    - ○ Scott, IA
    - ○ Cedar, IA
    - ○ Clinton, IA
    - ○ Jackson, IA
    - ○ Johnson, IA
    - ○ Louisa, IA
    - ○ Muscatine, IA
    - ○ Rock Island, IL
    - ○ Henry, IL
    - ○ Mercer, IL
    - ○ Stark, IL
    - ○ Other (Please specify)

11. What is your current <u>hourly</u> wage? $ ☐☐.☐☐

12. How would you rate your educational preparation for your current job? *(Mark one)*
- ○ Did not receive educational preparation
- ○ Adequate
- ○ Overprepared
- ○ Underprepared--If your answer to Question 12 was "Underprepared", please answer Question 13:

13. In what area(s) were you underprepared? *(Mark all that apply)*
- ○ Knowledge
- ○ Technical skills
- ○ Supervisory skills
- ○ Administrative skills
- ○ Record keeping skills
- ○ Human relations skills
- ○ Use of new medical technologies
- ○ Use of computers
- ○ Other (Please specify)

Everyone should answer the following questions.

14. Do you have an interest in any of the following health-related fields? *(Mark all that apply)*
- ○ School health
- ○ Industrial health
- ○ Public health
- ○ Home health care
- ○ Geriatrics
- ○ Teaching
- ○ Health promotion and wellness
- ○ Child day care
- ○ Elderly day care
- ○ Medical-related sales
- ○ Medical-related management information systems
- ○ Insurance companies
- ○ Recreation
- ○ Other (Please specify)
- ○ No interest in health-related fields

15. What type(s) of continuing education courses have you taken? *(Mark one)*
- ○ I have not taken any continuing education courses
- ○ Credit
- ○ Non-credit
- ○ Both credit and non-credit

16. Why do you take continuing education courses? *(Mark all that apply)*
- ○ I do not take continuing education courses
- ○ To maintain certification/licensure
- ○ To obtain employment
- ○ To obtain certification in a specialty area
- ○ To maintain employment in my organization
- ○ To change employment to another area in the health professions
- ○ Personal/professional development
- ○ Other reasons (Please specify)

17. Were you aware that the Eastern Iowa Community College District and Black Hawk College offer continuing education credit in the health care field? *(Mark one)*
- ○ Yes
- ○ No

18. What type of courses, seminars, workshops, etc. might you be interested in taking?

19. What type(s) of educational program(s) are you primarily interested in pursuing? *(Mark all that apply)*
- ○ I am not interested in pursuing an educational program
- ○ Non-credit continuing education courses
- ○ Credit courses
- ○ Completion of a credit certificate program of less than one year
- ○ Completion of a credit diploma program of one but less than two years
- ○ Completion of a credit program leading to an Associate's degree
- ○ Completion of a credit program leading to a Bachelor's degree
- ○ Completion of a Master's degree or higher

20. Are you interested in pursuing an educational program in a health-related field?
- ○ Yes -- If YES, what type(s)? (Please specify)
- ○ No

21. Does your employer provide incentives for employees to upgrade their skills or to take coursework?
- ○ Yes
- ○ No

22. If you answered yes to question #21, please indicate the type(s) of incentives provided by your organization. *(Mark all that apply)*
- ○ Full reimbursement of tuition
- ○ Partial reimbursement of tuition
- ○ Release time during work hours
- ○ Flexible scheduling of work hours to accommodate classes
- ○ Pay increases
- ○ Job advancement considerations
- ○ Other (Please specify)

23. What assistance would you need to be able to enroll in continuing education courses? *(Mark all that apply)*
- ○ None
- ○ Financial Aid
- ○ Career Counseling
- ○ Child care
- ○ Transportation
- ○ Basic academic skill development (includes brush-up courses, academic counseling)
- ○ Peer support
- ○ Other (Please specify)

24. When would you be able to attend classes/workshops? *(Mark all that apply)*

Weekdays:
- ○ Morning
- ○ Afternoon
- ○ Evening

Weekends:
- ○ Friday evening
- ○ Saturday
- ○ Sunday
- ○ Other (Please specify)

25. Please mark the college(s) that you would consider attending to continue your education. *(Mark all that apply)*
- ○ I do not plan to continue my education
- ○ Black Hawk College
- ○ Clinton Community College
- ○ Muscatine Community College
- ○ Scott Community College
- ○ I would not consider any of the above colleges. Why not?

26. Please indicate your gender. *(Mark one)*
- ○ Male
- ○ Female

27. Please indicate your age. *(Mark one)*
- ○ Under 25
- ○ 26-35
- ○ 36-45
- ○ 46-55
- ○ 56-65
- ○ Over 65

28. Please indicate your marital status. *(Mark one)*
- ○ Single (never married, widowed, or divorced)
- ○ Married

29. How many dependents do you have? *(Mark one)*
- ○ None
- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6
- ○ 7
- ○ 8 or more

30. Are you the primary source of your family's income?
- ○ Yes
- ○ No

31. We welcome your comments. _____

THANK YOU for completing this survey. Please return it to the Eastern Iowa Community College District, 306 West River Drive, Davenport, Iowa 52801 or Black Hawk College, 6600 34th Avenue, Moline, Illinois 61265 in the envelope provided.

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PLEASE DO NOT MARK IN THIS AREA

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